January 7, 2005

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Ways for MGHers to support tsunami relief efforts

As newscasts replay the devastating aftermath of the powerful earthquake and tsunami that hit southern Asia and eastern Africa Dec. 26, members of the MGH community have expressed strong interest in helping the survivors by offering to send money or in-kind items such as food or clothing.

Because there are many reputable relief organizations that currently are providing much-needed aid and services in these devastated areas, the hospital encourages employees and others who want to help to do so through already-established avenues such as the organizations listed below.

The following two organizations are supporters of the MGH's Durant Fellowship program and are providing immediate aid to victims affected by the tsunami.

- **The American Refugee Committee**
  (800) 875-7060
  www.archq.org
- **Concern Worldwide, Inc.**
  (800) 59-CONCERN
  (800-592-6623)
  www.concern.net

In addition, the American Red Cross and Oxfam have sent personnel to help in the relief efforts and develop distribution systems for the supplies that are being delivered into that region.

- **American Red Cross**
  1-800-HELP-NOW
  (1-800-435-7669)
  www.redcross.org
- **Oxfam America**
  (800)77-OXFAM
  (800-776-9326)
  www.oxfamamerica.org

The MGH is considering the establishment of a fund to which employees and staff can make donations that would then be transferred to the appropriate relief organizations. If such a fund is created, more information about how to make contributions will be given at that time.

Many MGHers also have asked if the clinicians who are members of the International Medical Surgical Response Team (IMSuRT), which is led by Susan Briggs, MD, of MGH Surgery, have been or will be deployed to help provide emergency medical services to the tsunami survivors. According to Briggs, the state and federal departments that deploy emergency medical personnel have not requested IMSuRT to respond to this crisis. The emergency response that is needed at this time is mostly for medical equipment and supplies. The area hospitals were not destroyed by the tsunami, and the U.S. military is providing the medical personnel needed to aid the survivors.

For employees, staff, volunteers, patients and visitors who would like to come together to remember those who have been affected during this horrific catastrophe, the MGH Chaplaincy and MGH Administration will be hosting a prayer service Jan. 10, from noon to 12:30 pm in the O'Keeffe Auditorium.

Ringing in the New Year

While many people ushered in 2005 with noisemakers, champagne toasts and festive parties, Lori Mancaniello rang in the New Year by welcoming baby Gianna into the world Jan. 1 at 4:15 am. Gianna had the honor of being the MGH's first baby of the new year.

Mancaniello celebrates with baby Gianna.

Tracing the life cycle of a manmade disease

A remarkable story of how a new disease was inadvertently caused by successful medical treatment, ultimately understood and eventually defeated by scientific innovation has been told by a major player in the process. In the December issue of *Clinical Orthopedics and Related Research,* William Harris, MD, DSc, of MGH Orthopædics described how the development of total hip replacement led to an unexpected problem, erosion of bone adjacent to the implant, and how his team and others identified the process underlying that breakdown and helped to develop new materials that avoid the problem.

"The history of the unraveling and prevention of this worldwide, unique, severe disease is a fascinating story of the integration of surgical innovation, molecular biology and material science," wrote Harris, who is a pioneer in the field of joint replacement since the late 1960s. He and other surgeons gradually observed that hip implants could loosen starting about five years after surgery and eventually fail completely.

In 1976, Harris reported that implant failures appeared to be caused by a biological response at the site of the implant, which resulted in erosion of the bone. The MGH team later found that the metal head of the implant rubbing against the polyethylene joint socket caused small particles of polyethylene to break off over time. This led to an entirely new manmade disease called periprosthetic osteolysis, in which the immune reaction against these foreign particles eventually destroyed the bone tissue, loosening the implant to the point of failure.

In the early 1990s, Harris and his team focused their attention on finding a way to decrease the wear and tear of the polyethylene cushion in the joint and ultimately eliminate osteolysis. Working with a team of polymer chemists from the Massachusetts Institute of Technology, they developed a polyethylene that would hold up through years of constant motion and weight. The material proved strong and reliable in several studies, showing virtually no wear even after being subjected to excessive use and intense abuse. It was approved by the FDA for use in hip implants in 1999.

Because implants using this new material last for many years, the procedure now is considered appropriate for many more patients. "The key beneficiaries of this work are patients throughout the world who, thanks to Dr. Harris and his team, now have the chance to experience a better quality of life for a much longer time," says Peter L. Slavin, MD, president of the MGH. ●

Chelsea High School principal works out with Stay in Shape

Chelsea High School Principal Mort Orlov proved himself to be a good sport when he joined Stay in Shape's last workout of the semester Dec. 15. Stay in Shape is a fitness program for girls at Chelsea High School run by MGH Community Health Associates.

The program has been gaining popularity among students and has grown from six students when it started four years ago to as many as 40 during the past school year.

Principal Orlov donned a "Stay in Shape" T-shirt and kept up with the girls as they jumped rope, performed African dances, lifted weights and used hula hoops to help keep fit.

Stay in Shape meets twice a week after school during the school year. The goal of the program is to engage students in exercise and educate them about fitness, nutrition and positive body image. Ming Sun of MGH Community Health Associates, is the coordinator of Stay in Shape, and Jennifer Vetree, MS, RD, LDN, of MGH Nutrition Services, counsels the group about good eating habits.

"It is encouraging to see such an enthusiastic response to the program, especially in a time when childhood obesity is on everyone's mind," says Sun. "Now that the program is taking off, even the boys want to get in on the act."

Stay in Shape also is funded by Blue Cross Blue Shield of Massachusetts' Jump Up and Go Program and Chelsea Public Schools.

Orlov, bottom row, center, works out with Stay in Shape participants.

Trip of a lifetime comes true for MGH temporary employee

Susan "Sunny" Davidson, of the MGH Bulfinch Temporary Service, has been dreaming of a trip to Italy since she was 15 years old. And now her dream is coming true. Davidson recently was declared the winner of a silent auction fundraiser for the North End Community Health Center (NECHC), with the grand prize being two round-trip tickets and accommodations to the winner's choice of either Rome or Florence.

Davidson had cancelled planned trips to Florence in October 2003 and again in March 2004 because both of her parents were in poor health. Since that time, her mother and father have passed away, but Davidson's dream of visiting Italy has lived on. "I am just so thrilled to go to Florence," she says. "I feel like this trip was a gift from my mom and dad. This was my first holiday season with both of them gone, and I found out I'd won the bid eight days before Christmas."

Davidson's love for Italy has even translated into other parts of her life. She has been a resident of Boston's North End since 1995 and displays prints of Florentine artwork in her home, with hopes of seeing the original art during her trip.

The silent auction raised much-needed funds to construct a new digital x-ray department for NECHC. "The auction created lots of excitement. We had fun with all of the MGH employees who bid on the trip," says Noreen Manning, chief operations officer for NECHC. "Finding out about Sunny's passion for a vacation in Italy made everything extraordinary. We would like to thank everyone, especially Sunny, for participating."

Davidson (left) and Manning

Return of the Patriots

The New England Patriots have started the New Year on two good notes. First, they finished their season 14 – 2 and second, they brightened the day of many pediatric patients Jan. 3 with a visit to the hospital. Larry Izzo, number 53, posed for pictures and signed autographs at the Pediatric Hematology/Oncology Clinic, while Guss Scott, number 39, visited Ellison 17 and 18 to read stories and play air hockey with the young patients.

Scott shares a story with a young Patriots fan.

Team MGH and the Bruins Legends tangle for the third year

In support of this year's MGH United Way Campaign, Team MGH will once again challenge the athletic abilities of the Bruins alumni team – the Black and Gold Legends – for a celebrity hockey game to raise money for the charity.

For the third year, Team MGH – which is made up of MGH and Partners employees who work at the MGH – will play against the Black and Gold Legends – a team of former Boston Bruins hockey players. The all-in-fun, no-check game will be held Jan. 21 at 7:30 pm at Harvard University's Bright Arena. Last year's Legends players included Johnny Bucyk, Ken Hodge, Don Marcotte and Johnie "Pie" MacKenzie from the 1972 Stanley Cup-winning Bruins team.

Tickets for the event are $20; children age 10 and under are free. Tickets include a reception following the game in the "Wall of Fame" room next to the rink. The event also will feature raffle prizes, food and refreshments.

For more information, call Ron Doncaster at (617) 887-3505 or Dulce Cardona at (617) 726-9561.

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MGH HOTLINE

WHAT'S HAPPENING

Martin Luther King day event

The Association of Multicultural Members of Partners (AMMP) will sponsor "Living the Dream: A Tribute to the Life of Dr. Martin Luther King, Jr." Jan. 14, from 8 to 9 am in the East Garden Dining Room. The event will feature musical performances by Athene Wilson-Glover and Rollins Ross and personal reflections from MGH employees. For more information, call Shea Sherrod Asfaw at (617) 726-1281.

Domestic violence support group

The Employee Assistance Program (EAP) will offer a 10-week domestic violence education and support group for female employees who have been affected by domestic violence in past or current relationships. The first meeting will be held Jan. 20, from 4:30 to 6 pm. The group is free and confidential and open to all female employees. For more information and the location of the meeting, call (617) 726-6976 or (866) 724-4EAP.

Smoking cessation group

The EAP will sponsor a six-week smoking cessation group facilitated by the MGH Quit Smoking Service. The group will meet Tuesdays beginning Jan. 18, from noon to 1 pm at 175 Cambridge St., Suite 320. The cost is $10 per week. Topics will include preparation for quitting, stress management techniques and preventing weight gain. Registration is required. To register, call (617) 726-7443.

CRP seminar

The Clinical Research Program (CRP) will host a seminar "Research Billing After PACE" Jan. 12, from noon to 1 pm in the Wellman Conference Room. This program will contain vital information for any study staff members who order lab tests and/or radiology procedures for research studies. Speakers include Cynthia Howlett-Willis of Partners Finance, Jamien Richardson of MGH Radiology, and Karen Walsh of the MGH Registration and Referral Center. To register, call the CRP registration line at (617) 726-1669.

Partners Physicians Day

The sixth annual Partners Physicians Day will be held Feb. 12 at the Marriott Copley Hotel. All Partners physicians are invited to attend. The deadline for registration is Jan. 19. Registration forms also can be brought to the on-site registration desk the day of the program, but certain topics may not be available depending on the number of registrants. For more information, call Grace Bommarito at (617) 278-1058 or send e-mail to *gbommarito@partners.org*.

Nursing Career Expo

MGH Patient Care Services Human Resources will host a Nursing Career Expo Jan. 23, from noon to 3 pm in the North and East Garden Dining Rooms. Learn about and interview for staff nurse (new graduates and experienced), clinical nurse specialist, nurse manager and nurse project manager opportunities. For more information, send e-mail to Sarah Welch at *shwelch@partners.org* or call (617) 726-5593.

Human Resources bulletin board

Human Resources has an electronic bulletin board available through Partners Outlook for lost-and-found items, apartments and houses for rent, and items for sale. To access this folder, follow this path on the tree of folders in Outlook: public folders, all public folders, Partners, corporate departments, Human Resources and then bulletin boards.

Get a flu shot - it's not too late

The MGH – like many hospitals throughout the region – has seen a steady increase in the number of cases of influenza since mid-December. While it is impossible at this time to predict how severe the flu season will be, it is clear that the flu season has arrived and will be here well into February and possibly later. Flu shots represent one of the best ways to limit or prevent the spread of influenza.

In recent weeks, the MGH has obtained additional supplies of flu vaccine, and as a result, the hospital now has sufficient doses to offer flu shots to any employee who would like to receive one. It is especially important for those staff members involved in direct patient care or those who are involved in frequent patient contact to be vaccinated as soon as possible, as the immunity benefits from the vaccine take approximately two weeks to be fully realized.

The hospital will offer flu shots to MGH employees on a walk-in basis Jan. 12, 13, 14, 18 and 19 from 7:30 am to 4 pm at the MGH Occupational Health Service, 100 Charles River Plaza, Suite 404. Employees will need to show their MGH or Partners ID badge to receive a flu shot.

Submit news tips and story ideas to the *MGH Hotline*

Contact Victoria Brady, editor, at (617) 724-6433; or
Amy Moquin, assistant editor, at (617) 724-2753;
Christine Johanson, staff writer at (617) 726-0275;
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
100 Charles River Plaza, Suite 600
Boston, MA 02114.
www.massgeneral.org/news/

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(617) 726-2206

January 14, 2005

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

MGH clinicians to be deployed to support tsunami relief efforts

Many MGH clinicians have offered to travel to Southeast Asia to help the victims of the tragic tsunami that devastated that area Dec. 26. The opportunity to help came this week when the MGH was invited to participate in an important mission spearheaded by an organization called Project HOPE, which is coordinating the deployment of health care professionals to the USNS Mercy – a U.S. Navy hospital ship – to provide medical support for the Navy crew already serving in the relief effort.

Project HOPE has requested volunteer doctors and nurses to participate in Task Force Hope-Mercy by staffing the ship's operating rooms, intensive care units and medical care facilities. The volunteer clinicians will provide direct care to the patients of that area, who will be triaged to the ship by Task Force specialists. The specialists will coordinate these efforts with local medical and public health authorities.

Larry Ronan, MD, director of the MGH Durant Fellowship, and Susan Briggs, MD, director of the MGH International Trauma and Disaster Institute, will co-direct the MGH response to this invitation. Jeanette Ives Erickson, RN, MS, senior vice president for MGH Patient Care Services and chief nurse, Theresa Gallivan, RN, associate chief nurse for MGH Nursing, and Jeff Davis, senior vice president for Human Resources, will assist in coordinating the volunteers.

"I believe linking with Project HOPE's Task Force Hope-Mercy will give us the best opportunity to serve in a meaningful, organized and safe way," says Ronan. "This request is a great honor."

The USNS Mercy set sail for Sri Lanka Jan. 5 with about 275 medical personnel on board, and the remaining volunteer medical staff will join the ship en route later in January. The mission is expected to last for approximately three months. The MGH and other Partners institutions are organizing volunteers into several teams to serve in different phases for four weeks at a time. Volunteers will need to have approval from their department supervisors.

"The MGH and Project HOPE have worked together for many years to provide excellence in disaster medical care in places such as Armenia, El Salvador and Russia," says Briggs. "This mission continues that tradition. I am honored that the MGH has the opportunity to play a leadership role in helping the victims of the Southeast Asia tsunami, a disaster unparalleled in recent history."

For more about tsunami relief efforts, see Page 2.

Healing and hope after the tsunami

MGH Chaplaincy and MGH Administration held a special prayer service, "Healing after the Tsunami," Jan. 10 in the O'Keeffe Auditorium, allowing employees, staff, volunteers, patients and visitors to come together to remember those who have been affected by this brutal catastrophe.

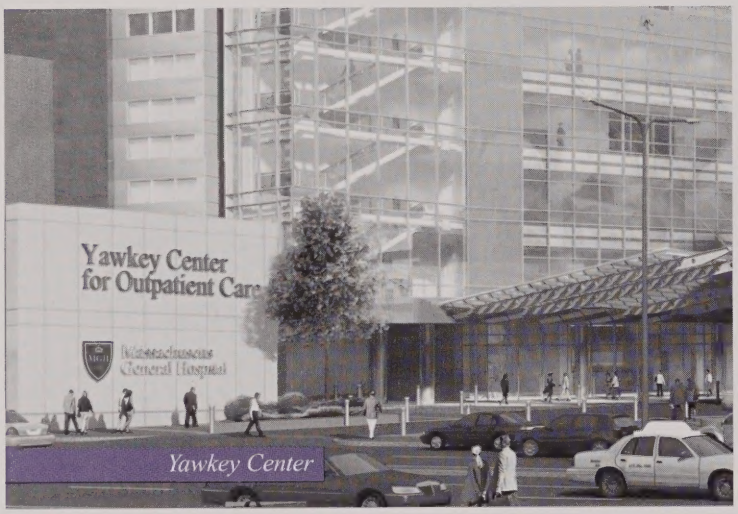
The service included an opening prayer, a reading of Psalm 46, a prayer from the Muslim faith and a traditional African prayer. Symbols of healing and hope were integrated into the service, including the sounding of a gong for each of the 13 nations affected by the tsunami. A 14th gong was sounded for all the victims and loved ones affected by the tragedy and for all those who have offered a helping hand.

Participants in the service included Rev. Marcia Marino, Rev. Felix Ojimba and Imam Talal Eid of MGH Chaplaincy, as well as Peter L. Slavin, MD, president of the MGH; David F. Torchiana, MD, chairman and CEO of the Massachusetts General Physicians Organization; Jeanette Ives Erickson, RN, MS, senior vice president for Patient Care Services and chief nurse; and Jeff Davis, senior vice president for Human Resources.

A harpist plays at the prayer service

Departments relocate to Yawkey Center in phase two

The Yawkey Center for Outpatient Care officially opened its doors to patients and staff last October, offering the state-of-the-art care that has come to be expected from the MGH. By Jan. 18, other outpatient programs will make the move to the Yawkey Center in phase two of the relocation plans.



Yawkey Center

During the weekend of Jan. 15, the MGH Cancer Center – including Pediatric Hematology/Oncology and the Infusion Unit – will move its outpatient activities to the new center. Radiation Oncology and the Bone Marrow Transplant Program will stay in their present locations. Also relocating will be the MGH Vincent Reproductive Medicine and In Vitro Fertilization (IVF) Units.

Yawkey Center employees, patients and visitors will be treated to the services of the new Riverside Café, which opens Jan. 18. And Yawkey Center conference rooms on floors 2, 4, 7 and 10 will be available for bookings beginning the first week of February,

The Yawkey Center already houses the outpatient services of Radiology, the Cardiology Division, MGH Orthopædics, Child Psychiatry, Women's Health Associates, MGH Vincent Obstetrics and Gynecology Service and MassGeneral Hospital for Children.

In addition, the MGH Healing Garden, to be located on the eighth floor rooftop of the Yawkey Center, will open in the spring. The healing garden is a 6,300-square-foot sanctuary that will provide a comforting, meditative, inspirational retreat for patients and their families.

For more information about the Yawkey Center, visit the website at *www.massgeneral.org/yawkey.* ●

MGHers rally together to help tsunami survivors

Hasan Bazari, MD, of the MGH Department of Medicine, is one of the lucky ones. Hailing from a coastal village near the Indian Ocean, Bazari is one of many Americans who come from that part of the world hit by the recent tsunami, watching the news coverage with great sadness. Fortunately, Bazari's family is safe and sound. His village of Athiyuthu in South India was shielded from the tsunami because it is situated just across a bay from Sri Lanka, one of the countries hardest hit by the horrific waves.

Bazari recently spoke to his brother who still lives in Athiyuthu. Bazari's family and others from the village are helping to raise money to support their neighbors, who still are reeling from the tsunami's devastation. "I am fortunate. My family could have easily been wiped out by the tsunami, but they were spared because of their location," he says.

Like others in the MGH community who have been affected by this international disaster, Bazari has a tremendous desire to reach out and help the tsunami survivors in a meaningful way. Bazari is joining with members of MGH leadership and others to evaluate how the MGH community can most effectively help those who have suffered from this overwhelming tragedy.

"WE ARE TRYING TO FURTHER ENCOURAGE ANYONE WHO WANTS TO DONATE AND MAKE IT AS SIMPLE AS POSSIBLE TO DO SO."

— DAVID F. TORCHIANA, MD

"I'm touched by how many people in the MGH community want to do something to help," says Bazari.

The MGH has established a special fund to assist the tsunami relief efforts by contributing much-needed money to major relief organizations that currently are providing aid to that region. An MGH committee is being formed to evaluate the best way to distribute the money from this fund. Committee members include Bazari, David Torchiana, MD, chair and CEO of the Massachusetts General Physicians Organization; and Jeanette Ives Erickson, RN, MS, senior vice president for Patient Care Services and chief nurse, Peter Kelsey, MD, of the MGH Gastrointestinal Unit, Larry Ronan, MD, director of the MGH Durant Fellowship program, and John Godine, MD, of the MGH Diabetes Center.

"We realize that many members of the MGH community have already made a contribution to the tsunami relief efforts," says Torchiana. "Through establishing this fund at the MGH, we are trying to further encourage anyone who wants to donate and make it as simple as possible to do so."

To make a contribution to the MGH Tsunami Relief Fund, visit *http://is.partners.org/mghintranet/tsunami/index.htm.*

MGH HOTLINE

ADVANCES

New network of immune cells discovered

A previously unknown network of immune cells has been discovered in the mammalian gastrointestinal system by researchers at the MGH Center for the Study of Inflammatory Bowel Diseases. The finding, reported in the Jan. 14 issue of *Science*, could lead to better understanding of how the immune system recognizes and responds to dangerous bacteria and viruses and to new approaches to immunization and infectious disease treatment. "We found an extensive system of immune cells throughout the intestinal tract that take up bacteria and other antigens, giving us a new target for understanding the immune response," says Hans-Christian Reinecker, MD, of the MGH Gastrointestinal Unit, the study's senior author.

The investigation focused on dendritic cells, which use long extensions called dendrites to continually sample their environment. The cells gather bacteria and viruses and in essence teach other immune cells to destroy the pathogens. Detailed analysis of tissue from mice showed that dendritic cells were much more extensive throughout the gastrointestinal system than previously believed and that they reach intestinal contents by extending dendrites right through the intestinal lining. Cells that could not form normal dendrites were not able to correctly react to either harmless or disease-causing bacteria.

"Insights into these mechanisms could lead to better understanding of conditions such as Crohn's disease and ulcerative colitis, intestinal infections and food allergy, and targeting these dendritic cells could help us develop new types of vaccines," says Reinecker.

The study's MGH co-authors are first author Jan Hendrik Niess, MD; and Stephan Brand, MD; Xiubin Gu; Beth McCormick, PhD; and Jatin Vyas, MD, PhD.

Even pets need insurance

Many pet owners consider their pets to be a part of their families. And just like family members who can benefit from health insurance when they are sick, so can pets. That's why Bonnie Michelman, director of MGH Police and Security, and other employee pet owners have signed up for a policy through Veterinary Pet Insurance (VPI) that the MGH Perks program offers at a discounted rate.

After having dogs throughout her life and watching the cost of veterinary visits rise, Michelman decided to give pet insurance a try for Cody, her 1-year-old golden retriever. "The insurance makes me feel more comfortable bringing Cody to the vet's office for minor or less serious issues and especially if there is something major that happens," says Michelman.

VPI policies can help pay for diagnostic tests, treatments, office visits, lab fees, prescriptions, hospitalization, x-rays and surgical procedures. There also are policies that include vaccinations and routine care coverage. The one thing VPI will not cover is pre-existing conditions. MGH employees receive a 5 percent group savings off the base premium of either the VPI Superior Plan or the VPI Standard Plan policy.

"Having pet insurance allows me to be proactive with Cody's health," says Michelman.

This program is offered through MGH Perks as a direct enrollment with VPI and is not available through payroll deduction. For more information, call VPI at (800) 872-7387 or visit *www.petinsurance.com*.

A happy and healthy Cody

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MGH HOTLINE

WHAT'S HAPPENING

Timilty Science Fair judges needed
The MGH/Timilty Partnership is seeking MGH volunteers to judge student projects at the annual science fair held at the James P. Timilty Middle School in Roxbury. Volunteers are needed to judge projects Feb. 7 to 10, from 8:45 to 11 am. Volunteers may sign up for one or more days. Round-trip transportation to the Timilty School will be provided, departing from the MGH at 8 am and returning at 11:30 am. For more information, contact the MGH/Timilty Partnership Office at (617) 724-3210 or (617) 445-5712 or send e-mail to *sberglund@partners.org*.

Spanish for Health Care
Registration for winter classes has begun for Spanish for Health Care. Five levels of classes are offered, including a beginning class for those who have never studied Spanish, as well as more advanced levels. Classes will start the week of Feb. 1, and the cost is $75 for MGH employees and $150 for nonemployees. Classes will be held Tuesday or Thursday for 16 weeks. Payment by check or money order only must be made at the time of registration. Register in person at MGH Training, 100 Charles River Plaza, second floor, from 8 am to 5 pm. For information, call (617) 724-3241, send e-mail to *mghtraining@partners.org* or call Natalia Cepeda at HablEspana, (617) 426-4868, ext. 201.

EAP work/life seminar
The Employee Assistance Program (EAP) will sponsor a "Single-Again Financial Seminar" Jan. 20, from noon to 1 pm in the Wellman Conference Room. Brendon Vigorito, regional coordinator of education at the Consumer Credit Counseling Services, will discuss credit-related decisions, establishing credit independently and building credit history for divorced people or those in the process of divorce or separation. For more information, call (617) 726-6976 or visit *www.eap.partners.org*.

Employee flu shots
The Massachusetts Department of Public Health has announced that it has lifted all restrictions as to who can receive a flu shot this year. Any MGH employee can get a free flu shot on a walk-in basis Jan. 14, 18 and 19, from 7:30 am to 4 pm at the MGH Occupational Health Service, 100 Charles River Plaza, Suite 404. Employees will need to show their MGH or Partners ID badge to receive a flu shot.

Martin Luther King Day event
Partners HealthCare will sponsor "A Celebration of the Legacy of Dr. Martin Luther King, Jr." Jan. 28, from 9 to 10 am in the O'Keeffe Auditorium. The event will feature Alvin F. Poussaint, MD, author, psychiatrist, educator and respected social critic. A reception will immediately follow in the Trustees Room. Admission is free, and no tickets are required. Seating is first come, first serve. For more information, call (617) 724-3963.

Nursing Career Expo
MGH Patient Care Services Human Resources will host a Nursing Career Expo Jan. 23, from noon to 3 pm in the North and East Garden Dining Rooms. Learn about and interview for staff nurse (new graduates and experienced), clinical nurse specialist, nurse manager and nurse project manager opportunities. For more information, send an e-mail to *swelch@partners.org* or call (617) 726-5593.

United Way hockey benefit
In support of the United Way campaign, the MGH will sponsor a celebrity hockey game with MGH employees playing against members of the Bruins Legends Jan. 21 at 7:30 pm at Harvard University's Bright Arena. Tickets for the event are $20; children age 10 and under are free. Tickets include a reception following the game in the "Wall of Fame" room. To purchase tickets, call Ron Doncaster at (617) 887-3505 or Dulce Cardona at (617) 726-9651.

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Amy Moquin, assistant editor, at (617) 724-2753;
Christine Johanson, staff writer at (617) 726-0275;
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
100 Charles River Plaza, Suite 600
Boston, MA 02114.
www.massgeneral.org/news/

MGH Hotline is published weekly by the MGH Public Affairs Office.

(617) 726-2206

Department of Surgery announces junior faculty award winners

The Department of Surgery recently announced the results of the first Surgical Research Council Junior Faculty Award competition.

The first winner is Laurence Rhame PhD, assistant professor in the Trauma and Burns Division, for a study entitled "Identification of anti-infective compounds produced by *Pseudomonas aeruginosa*."

The second awardee is Sam Yoon, MD, instructor in Surgical Oncology, for a study entitled "Calcipressin 1 inhibition of calcineurin in endothelial cells and endothelial cell-derived tumors."

The award program was established in 2004 by the Surgical Research Council of the Department of Surgery and is chaired by David H. Sachs, MD, director of the MGH Transplantation Biology Research Center. The program awards $25,000 in direct costs to two junior investigators within the department. Each award is intended to facilitate experimental approaches, initiate new projects and/or assist junior faculty members in establishing research programs.

January 21, 2005

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

MGH paves way for tomorrow's health care leaders

What makes a good leader? That question is asked routinely by companies and organizations seeking the right formula to train managers. While there are varying opinions on what makes an effective leader, the MGH is launching a Leadership Academy that will help answer this question for managers throughout the hospital.

The MGH Leadership Academy will help hospital managers refine their skills and talents to become even more successful leaders. The Academy will officially launch with the premiere of its e-learning content program called ManageMentor Plus, in partnership with Harvard Business School Publishing. This course will be held Feb. 23, from 10 to 11 am in the O'Keeffe Auditorium.

"Our number one priority is to ensure that the Academy's curriculum meets the needs of all managers, regardless of where they are in their career development," says Carlyene Prince-Erickson, director of Employee Education and Leadership Development.

In addition to the online content that will be available on every manager's desktop, initial course offerings will include an executive seminar series facilitated by members of the hospital's executive leadership team as well as classes, workshops and online self-tests. Planning also is underway to launch a book club this winter.

"We recognize time is a luxury for our managers. The content of this program is designed to be accessed in a variety of formats, whether in the traditional

(Continued on Page 3)

Peter L. Slavin, MD, president of the MGH, and Prince-Erickson

Living the dream: MGHers celebrate MLK Day

As hundreds of celebrations took place this past week to pay tribute to the memory of Dr. Martin Luther King, Jr., a group of MGH employees gathered Jan. 14 in the East Garden Dining Room to discuss how the legendary civil rights leader affected them personally. At a special celebration hosted by the Association of Multicultural Members of Partners (AMMP), four MGH employees – Meg Doucette, NP, of the Bulfinch Medical Group; Jack Oliver, of the MGH Safety Office; James Young, of MGH Nutrition and Food Services; and Deborah Washington, RN, director of Diversity for Patient Care Services – shared their personal reflections of what Martin Luther King Day means to them.

To further inspire the audience, local singer Athene Wilson-Glover performed moving contemporary songs, including a rousing rendition of "This Little Light of Mine," accompanied by keyboardist Rollins Ross. Angela Howard, of MGH Human Resources, led the audience with the song "Lift Every Voice and Sing," which has become the African American national anthem.

In addition, Rev. Felix Ojimba of MGH Chaplaincy, led the group in prayer, and remarks were made by Peter L. Slavin, MD, president of the MGH; Jeff Davis, senior vice president for Human Resources; and Helen Witherspoon, of MGH Training and Workforce Development and chair of AMMP.

From left, Doucette, Oliver, Washington and Young

Making a difference at the MGH

Every year MGHers who are interested in making improvements at the hospital apply for the Making a Difference grant in hopes of making a positive impact on patients, their families and employees at the MGH and the Massachusetts General Physicians Organization (MGPO). This year, 37 individuals and groups submitted proposal ideas requesting more than $150,000 to put these ideas into action. The review board – comprised of MGH and MGPO employees – had the difficult task of allocating the $75,000 budgeted for the program. Twenty-one of the projects received funding to bring their ideas to life.

The fifth-annual Making a Difference poster display and reception will be held in June to honor these employees and their dedication to improving service at the MGH.

Recipients of the the Making a Difference grant

This year's recipients are:

Project title:	Led by:
When domestic violence comes to work	*Donna Kausek*
Humor cart	*Stacey Paiva*
Improving communication in the busy emergency environment	*James McCarthy*
Assessment of behavioral cognitive treatment for medical patients	*Elyse Park*
Patient feedback to pediatric residents	*John Patrick Co*
Multilingual greeting buttons	*Carly-Jean Fancois*
Osteoporosis guidelines	*Marie Demay*
Support group for siblings	*Elyse Levin-Russman*
MGH Chelsea employee recognition program	*Ann Marie Lahaie*
Elder care resource pamphlet for patients, families and providers	*Tom Finn*
Improving delirium care	*Scott Dickinson*
Music as a therapeutic intervention with neuroscience patients	*Ally Runyan*
Improving education of patients, families and staff regarding the traumatic brain injury population	*Jennifer Mello*
Empathy belly	*Lori Pugsley*
Resource guide for women	*Mary Ellen Heike*
Preserving the healed wound	*Virginia Capasso*
Youth zone arts incentive	*Bill DeMars*
Child passenger safety project	*Liz Tsardounis*
Maximizing parents' time at the bedside	*Julie Piotrowski*
Child friendly induction room	*Sandra Dodge*
Promoting relaxation for patients of the Pappas Center for Neuro-oncology	*Molly Dorfman*

The Yawkey Center's Riverside Café

Full house at the Yawkey Center

The Yawkey Center for Outpatient Care welcomed some new additions this week with the successful move of several departments and the opening of the Riverside Café. In phase two of the relocation plan, 500 staff members from the MGH Vincent Reproductive Medicine and In Vitro Fertilization Units and the Cancer Center – including Pediatric Hematology/Oncology and the Infusion Unit – made a seamless transition to the Yawkey Center during the weekend of Jan. 15. On Jan. 18, approximately 750 patients were seen on the first day of operations for floors seven through 10.

Riverside Café, the newest MGH cafeteria, opened Jan. 18 in the Yawkey Center. Tucked into a bright, sunny nook in the lobby, the café includes approximately two dozen tables decorated with hand painted tiles depicting the Charles River and topped with fresh flowers. The menu consists of such standard fare as a variety of grilled cheese and other sandwiches, soup, personalized and specialty pizzas, salads, fruits and specials of the day. Cookies, brownies, lemon squares and slices of cake complete the menu.

MGH HOTLINE

MGH website is "most visited" in the country

In the information age, many people are increasingly turning to the Internet for the latest information on health care. As a leading hospital dedicated to state-of-the-art-research and high-quality health care, the MGH has developed a comprehensive website with important health information and descriptions of hospital services and programs. According to the publication *Modern Healthcare,* the MGH website has become the most frequently visited hospital site, ranking it over competition such as the Mayo Clinic.

In 2000, when the MGH website was first introduced, it averaged about 50,000 visitors per month. In 2002, many updates were made to the site including the addition of 14 directory pages and more than 200 department and program sites, which helped raise the number of average monthly visitors to 75,000. By 2003, the first Search Engine Optimization (SEO) project was completed, which determined the keywords and descriptions that should be added to make sure the MGH site would be ranked high with search engines.

"We don't have definitive data, but I think that people come to the site because of our SEO activity and also because of marketing activities promoting various departmental sites," says Bernie Mendillo, senior manager for Internet and Development in the MGH and Massachusetts General Physicians Organization Marketing Department. "A combination of better content, features and vibrant designs for each department keeps users coming back We consider this a confirmation that we're moving in the right direction – but there's a lot more that we still can do."

— MGH paves way for leaders

(Continued from Page 1)

classroom environment or late at night from a home computer," says Prince-Erickson.

The Academy evolved out of a recommendation from the hospital's Strategic Planning Task Force on Workforce Issues that identified the need to share best practices among managers. The Training and Workforce Development team in Human Resources spearheaded development of the Academy under the guidance of a seven-member steering committee co-chaired by Jeff Davis, senior vice president for Human Resources, and Prince-Erickson.

One of the first tasks of the steering committee was to develop a framework for the Academy to articulate the foundation or "pillars" of management and leadership at the MGH. The five pillars are people management, process management, financial management, communications management and leadership. The members of the steering committee also led a series of focus groups with approximately 90 MGH managers at all levels of the organization to elicit their perspective on the skills and competencies necessary to be a successful leader. From these focus groups, 75 competencies were identified.

As part of the Academy, a new classroom will be located in the Training and Workforce Development Suite at 100 Charles River Plaza, second floor. The room will be configured to facilitate peer-to-peer learning and will be available to managers to reserve for meetings. When the room is not reserved, it will be available for managers to use as a study lounge. A leadership library is being created as another resource for managers.

"We're fortunate to have such incredibly talented managers whose knowledge and expertise we can tap to shape the curriculum," says Prince-Erickson. "The Academy will be a place for an exchange of ideas and best practices. It's just another way the MGH fulfills its teaching mission and commitment to excellence." ●

2005 Claflin Distinguished Scholar Award applications available

Applications for the 2005 Claflin Distinguished Scholar Awards now are available for researchers interested in supplemental funding. Sponsored by the MGH Office for Women's Careers and the Executive Committee on Research, the purpose of the awards is to provide funding to help junior faculty maintain research productivity during child-rearing years. It is intended that this transitional funding will increase opportunities for women to advance to senior positions in academic medicine. The awards are for two years, with a maximum of $30,000 in direct costs per year.

To qualify, MGH staff members must be MDs or PhDs within seven years of their first faculty appointment. Applicants also must have an academic appointment at the level of instructor or assistant professor at Harvard Medical School and must provide evidence of strong research training, productivity and a well-defined focus in either basic or clinical research. Finally, applicants must be responsible for the care of children.

The awards are named in honor of Jane D. Claflin, honorary MGH trustee, who originally chaired the Women in Academic Medicine Committee, which helps facilitate the careers of women in science at the MGH.

Applications should be submitted by Feb. 3 at 4 pm to Research Management, Grants and Contracts, 50 Staniford St., 10th floor. For more information, send e-mail to Caren Briggs at *cbriggs1@partners.org* or call (617) 724-2722. ●

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MGH HOTLINE

WHAT'S HAPPENING

Timilty Science Fair judges needed
The MGH/Timilty Partnership is seeking MGH volunteers to judge student projects at the annual science fair held at the James P. Timilty Middle School in Roxbury. Volunteers are needed to judge projects Feb. 7 to 10, from 8:45 to 11 am. Volunteers may sign up for one or more days. Round-trip transportation to the Timilty School will be provided, departing from the MGH at 8 am and returning at 11:30 am. For more information, contact the MGH/Timilty Partnership Office at (617) 724-3210 or (617) 445-5712 or send e-mail to *sberglund@partners.org*.

Hand Hygiene Champion of Champions contest
Over the past year, Hand Hygiene Champions have been promoting awareness of the importance of hand hygiene on patient care units. To acknowledge their efforts, the STOP Task Force is sponsoring a Hand Hygiene Champion of Champions contest. Nominations currently are being accepted from staff and leadership who wish to nominate Hand Hygiene Champion(s). Applications are available in the Bigelow 10 Nursing Office and at Founders 108. The deadline for nominations is Jan. 31. The winner will be announced in early March. For more information, call Rosemary O'Malley at (617) 726-9663 or send e-mail to *romalley@partners.org*.

CRP seminar series
The Clinical Research Program (CRP) is sponsoring "Infection Control Principles and Practice in Clinical Research" Jan. 26, from 9 to 10 am in the Wellman Conference Room. Paula Wright, RN, of the Infection Control Unit, will discuss standard precautions, as well as infection control practices when handling specimens or performing phlebotomy. This lecture meets JCAHO standards for required infection control training for all clinical research nurses and coordinators who handle human specimens.

The CRP also will sponsor "Research Billing After PACE" Jan. 27 from 3 to 4 pm in the Wellman Conference Room. This program will contain vital information for any study staff members who order lab tests and/or radiology procedures for research studies. Speakers include Cynthia Howlett-Willis of Partners Finance, Jamien Richardson of MGH Radiology, and Karen Walsh of the MGH Registration and Referral Center. To register for either seminar, call (617) 726-1669.

Volunteers needed for Partners in Discovery
The Partners in Discovery program – which puts doctors, nurses and clinical professionals from Partners hospitals into classrooms to lead hands-on science activities – is looking for volunteers to visit local middle school science classes. Volunteers are needed to either speak about their jobs and how they relate to the human body or to lead students in hands-on science labs. All materials are provided, and the time required is minimal. For more information, send e-mail to *phsdiscovery@partners.org* or call (617) 724-8753.

Quality improvement seminar
The Patient Care Services Quality Committee will offer "The Different Faces of Quality Improvement: Creating an Environment of Quality and Safe Practice" Feb. 7, from 8 am to 4:30 pm in the O'Keeffe Auditorium. The keynote speaker will be Anita Tucker, assistant professor of Operations and Information at the Wharton School of Management at the University of Pennsylvania. Various experts on patient care and safety initiatives also will offer their expertise. Nursing contact hours will be awarded. To register, call the Center for Clinical and Professional Development at (617) 726-3111.

Final PACE phase goes live

The final phase of the Patient Administrative Cycle Enhancements (PACE) project – the implementation of the Patcom registration and billing system – will go live the weekend of Jan. 29. For more information about the PACE go-live or the downtime required during the implementation weekend, send e-mail to *paceproject@partners.org*.

A celebration of Martin Luther King, Jr.

All members of the Partners Community are invited to "A Celebration of the Legacy of Dr. Martin Luther King, Jr." Jan. 28, from 9 to 10 am in the O'Keeffe Auditorium. The event will feature Alvin F. Poussaint, MD, author, psychiatrist, educator and respected social critic. Admission to the event is free, and no tickets are required. Seating will be available on a first-come, first-served basis. For more information, call (617) 724-3963.

Submit news tips and story ideas to the *MGH Hotline*

Contact Victoria Brady, editor, at (617) 724-6433; or
Amy Moquin, assistant editor, at (617) 724-2753;
Christine Johanson, staff writer at (617) 726-0275;
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
100 Charles River Plaza, Suite 600
Boston, MA 02114.
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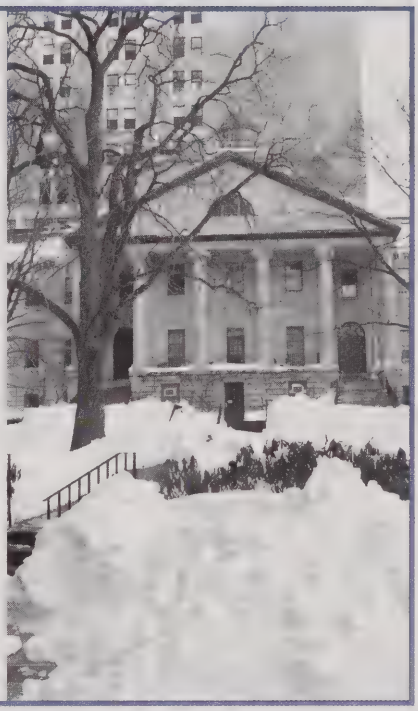
January 28, 2005

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Blizzard 2005 doesn't deter MGHers



While most New Englanders were braving long grocery lines and buying other necessities Jan. 22 to prepare for the impending blizzard, MGH employees were busy preparing to take care of patients during what turned out to be one of the top five snowstorms in Massachusetts' history.

As a 24-hour, 365-days-a-year operation, the MGH must provide services to patients even during the worst of weather.Weekend-shift employees worked together to plan for the winter blast, coordinating staffing needs, supplies and logistics throughout the course of the storm. MGHers resumed normal operations Jan. 24 only to be faced with more snow Jan. 26.

"It never ceases to amaze me how MGH clinicians and staff rise to the occasion when faced with such challenges as redirecting the course of hospital operations during a record-breaking snowstorm," says Jeanette Ives Erickson, RN, MS, senior vice president for MGH Patient Care Services and chief nurse. "Staff from every department worked together to make sure patient care was not interrupted and to ensure that our facilities were well stocked with supplies and made safe for everyone. The teamwork that took place to prepare for both storms was extraordinary."

MGHers embark on a mission of mercy

Anticipation and excitement filled the Sweet Conference Room Jan. 24 when a group of 25 nurses, 14 physicians, two social workers and a nutritionist from throughout the hospital gathered to prepare for their journey to Southeast Asia to help the victims of the tsunami disaster. This group is traveling as part of Project HOPE, an organization that is coordinating the deployment of health care professionals to provide medical support for the military personnel who are already serving in the relief effort.

Larry Ronan, MD, director of the MGH Durant Fellowship, and Susan Briggs, MD, director of the MGH International Trauma and Disaster Institute, spoke to the group about what to expect on the ship and what supplies to bring. Ronan and Briggs suggested the group stock up on sunscreen and bug spray, and – since each person is responsible for carrying their own bag – pack as lightly as possible, keeping their bags under 70 pounds. They should also bring a long-sleeve shirt and sunglasses – requirements to fly in a helicopter – which will be a possible mode of transportation once they arrive. Ed Ryan, MD, of the MGH Infectious Disease Unit, spoke to the group about the immunizations that would be required for the trip.

Peter L. Slavin, MD, president of the MGH, and Jeanette Ives

(Continued on Page 3)

Members of the MGH team travelling with Project HOPE

MGH Scientific Advisory Committee meeting

The MGH research community will host its 29th MGH research symposium and poster session and the 58th annual meeting of the MGH Scientific Advisory Committee (SAC) Feb. 16 and 17.

The poster session will be held Feb. 16, from 11:30 am to 2 pm in the Wellman Conference Rooms, the WACC lobby and in the Walcott Conference Rooms. MGH researchers will show 172 posters covering more than a dozen research areas, with 12 posters having been named "posters of distinction." In addition, students from the Trinity Middle School who have been mentored by MGH staff will present their own posters in the Wellman building.

The entire MGH community is invited to presentations of current research from distinguished scientists both inside and outside of the MGH research community Feb. 16, from 2:15 to 5 pm in the O'Keeffe Auditorium. David Altshuler, MD, PhD, of MGH Molecular Biology, will speak about "Human Genome Variation and the Inherited Basis of Disease." Alan Ezekowitz, MBChB, DPhil, chief of Pediatrics for MassGeneral Hospital for Children, will present "Innate immunity haplotypes: balance between the host and infectious agents," and H. Robert Horvitz, PhD, professor of Biology at the Massachusetts Institute of Technology, a SAC member and 2002 Nobel Prize winner, will give the keynote presentation "Genetic Control of Programmed Cell Death in *C. elegans*."

The annual meeting of the SAC will be held Feb. 17, from 8 am to 3:30 pm in the Wellman Conference Room. The meeting will focus on the opportunities and challenges presented by the changing character of biomedical research as well as the growth of the research portfolio at the MGH. The format will be short presentations and panel discussions, including a panel of SAC members to encourage active discussion by attendees.

ADVANCES

MGH researchers find way of regenerating cells key to hearing

Selectively turning off the activity of a specific protein could allow regeneration of the inner ear's hair cells, which convert sound vibrations into nerve impulses. The discovery by an MGH-based research team runs against current beliefs about these cells and could someday lead to ways of preventing or treating hearing loss. The report will appear in the journal *Science* and was released online Jan. 13.

"These findings give us a potential strategy for hair cell regeneration, which could have enormous implications for the treatment of hearing and balance disorders," says Zheng-Yi Chen, DPhil, of MGH Neurology, the study's senior author. "It also shows that cells that have been considered incapable of regeneration – like most nerve cells – can reproduce under the right conditions, which may have applications to neurodegenerative diseases."

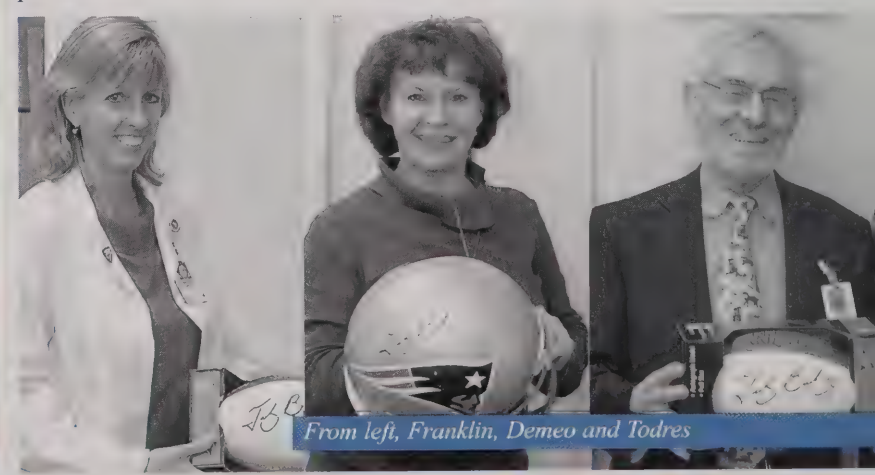
Located in the cochlea, the organ of the inner ear that senses sound, hair cells translate sonic vibrations into electrical signals carried to the brain by the auditory nerve. Hair cells are very sensitive to damage, and their death accounts for most types of acquired hearing loss.

Chen's group found that embryonic mice in which the retinoblastoma gene is inactivated in the inner ear have significantly more hair cells in their ears than do normal mice. These additional hair cells had indications of active regeneration, which cells in normal animals did not. The researchers hope these findings will form the basis for future work aimed at recovery of hearing through hair cell regeneration.

"My hope and belief is that, if we can achieve functional hair cell regeneration in mice, we'll eventually be able to achieve it in people," says Chen. His MGH co-authors are first author Cyrille Sage, PhD, and Mingqian Huang, PhD, both of MGH Neurology.

Patriots fever hits the MGH

Linda Demeo, of the MGH Registration and Referral Center, David Todres, MD, from MassGeneral Hospital for Children, and Maureen Franklin, from the Infection Control Unit, were happy Patriots fans when they were selected as winners of one of three MGH raffles for autographed Patriots items. Demeo won a Tedy-Bruschi-autographed helmet and both Todres and Franklin won Tedy-Bruschi-autographed footballs. All proceeds from the raffles benefit the MGH Fund.



From left, Franklin, Demeo and Todres

MGH HOTLINE

Bringhurst named to head MGH Research

Rick Bringhurst, MD, senior vice president for MGH Medical Services, has accepted the position of senior vice president for MGH Research, succeeding Ronald Newbower, PhD, who will now concentrate his efforts fully in his continuing role as vice president for Research Management at Partners.

Bringhurst will coordinate hospital support for the MGH research community to sustain its level of excellence, to develop and support new programs, to manage research space and to enhance administrative and operational support for research. Working with Partners Research Management, the Partners Institutional Review Board, Corporate Sponsored Research and Licensing and the Office of the General Counsel, he will be responsible for assuring appropriate conduct of human and animal research, compliance with regulatory and contractual requirements, and maintenance of scientific integrity. In addition, he will provide administrative oversight for the thematic research centers to be located in the new Charles River Plaza research building and will work with the leadership of the MGH Executive Committee on Research (ECOR) to provide vision and strategic planning to support and further develop the full range of MGH research activities.

Bringhurst

As the complexity of the hospital's research program increased during the last 15 years, Newbower built a team of professionals to respond to the growing needs of the community and to assure integrity in the stewardship of sponsors' funding and in the conduct of research programs. Newbower and his team will continue to support the MGH's research efforts in their Partners roles and will work closely with Bringhurst to assure a seamless transition.

Bringhurst has been a member of the MGH family since 1974, coming to the hospital as a medical resident and then joining the medical staff at the completion of his training in endocrinology. Since 1994, he served as chief of staff in the Department of Medicine, and in 1996 was named associate director of Research and vice chair of ECOR for Research Space Management. He maintains an active research program within the Department of Medicine's Endocrine Unit, focused on parathyroid hormone action in bone. He was appointed senior vice president for Medical Services in 2003 and will continue in that role in addition to this new position. ●

– MGHers embark on mission

(Continued from Page 1)

Erickson, RN, MS, senior vice president for Patient Care Services and chief nurse, each made brief remarks thanking the group for their valiant volunteerism. "I am proud that of the 100 volunteers going on this mission, almost half are from the MGH," said Slavin. "On behalf of the hospital, we thank you from the bottom of our hearts."

Despite snowy conditions, the MGH team left Boston Jan. 26 on three flights to Baltimore where Project HOPE's headquarters is located. In Baltimore, the group will spend two days in training for the mission. The group will then spend four weeks in the hardest-hit areas bringing medical attention and much-needed hope to the survivors of this unprecedented international tragedy. ●

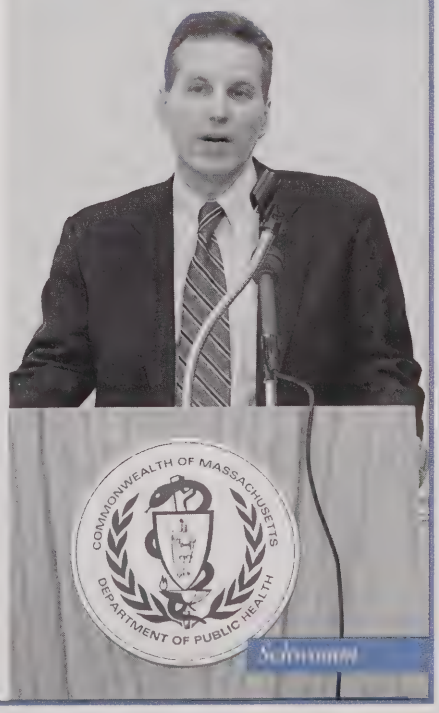
MGH designated as Primary Stroke Service hospital

Stroke is the third leading cause of death and the leading cause of adult disability in the United States. In Massachusetts, 17,799 people were hospitalized with stroke symptoms and 3,557 people died as a result of a stroke in 2002. To help improve the care of acute stroke patients and increase the likelihood that these patients receive prompt care, the Massachusetts Department of Public Health (DPH) has designated the MGH and 32 other hospitals statewide as Primary Stroke Services.

Lee Schwamm, MD, associate director of MGH Acute Stroke Services and ad hoc consultant to the DPH in the Primary Stroke Service design and implementation, was a guest speaker at the Jan. 19 DPH press conference where the announcement of the designated hospitals was made. "We applaud the Massachusetts Department of Public Health for implementing the Primary Stroke Service licensure program," said Schwamm. "In creating this program, the department has taken a tremendous step forward in making high-quality acute stroke care available to all of the citizens of the Commonwealth, not just those who live near a major medical center."

Hospitals that provide a Primary Stroke Service must ensure that emergency diagnostic and therapeutic services are provided by a multidisciplinary team and available 24 hours a day, seven days a week to patients presenting with symptoms of acute stroke.

For more information about the MGH Stroke Service, visit *www.stopstroke.org*.



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MGH HOTLINE

WHAT'S HAPPENING

Senior HealthWISE seminar
MGH Senior HealthWISE will sponsor "Heart Health: Keeping Your Finger on the Pulse" Feb. 8, from 11 am to noon in the Walcott Conference Rooms. Dorothy Noyes, NP, of the MGH Heart Disease Management Program, will be the guest speaker. This event is free of charge for seniors 60 years and older. For more information, call (617) 724-6756.

EAP offerings
The Employee Assistance Program (EAP) will host "Caring for Your Aging Parents" Feb. 3, from noon to 1 pm at CNY, Building 149 in the Larry Martin Conference Room. Barbara Moscowitz, LICSW, an MGH geriatric social worker, will discuss negotiating with both parents and siblings, changes in family dynamics, making difficult decisions and caring for oneself while caring for a parent.

The EAP also will offer a training course throughout the year for managers and supervisors about using the EAP as a resource to assist with behavioral health, mental health and substance abuse concerns. The first training session will be offered Feb. 1, from 9 to 11 am in the Haber Conference Room. Additional sessions will be held March 10, May 10, Sept. 21 and Nov. 3. For more information, call (617) 726-6976 or visit *www.eap.partners.org*.

Medical terminology courses
MGH Human Resources will offer Medical Terminology I starting March 7 and Medical Terminology II starting March 9 at 100 Charles River Plaza, suite 200. The cost for part I is $70, and no previous background in science or biology is required. The cost for part II is $50. Registration is required by Feb. 28. To register, visit *http://ibridge.partners.org/getaccess*. For more information, call (617) 724-3368.

Quality improvement seminar
The Patient Care Services Quality Committee will offer "The Different Faces of Quality Improvement: Creating an Environment of Quality and Safe Practice" Feb. 7, from 8 am to 4:30 pm in the O'Keeffe Auditorium. The keynote speaker will be Anita Tucker, DBA, assistant professor of Operations and Information at the Wharton School of Management at the University of Pennsylvania. Various experts on patient care and safety initiatives also will speak. Nursing contact hours will be awarded. To register, call the Center for Clinical and Professional Development at (617) 726-3111.

Wear Red Day – Heart Awareness Month
In recognition of Heart Awareness Month, the MGH Heart Center, Women's Health and the Clubs at Charles River Park are encouraging all employees to wear red – the symbol for women and heart disease – Feb. 4 to show their support for increasing awareness of the issue. Employees with uniform restrictions are invited to visit an information table that day, from 10 am to 2 pm in the Main Corridor, to receive a red dress pin. Free blood pressure screenings, education materials and free one-day passes to visit the Clubs at Charles River Park Feb. 16 also will be available at the table for employees. A free three-month membership to the Clubs also will be raffled off. Throughout the month of February, heart disease facts and tips for reducing the risk of heart disease will be posted throughout the hospital.

MGH to present a webcast of liver cancer surgery

To help inform physicians about innovative surgical treatments and techniques and to inform current and potential patients about new procedures, the MGH will broadcast on the Internet a surgical procedure to treat liver cancer at *www.massgeneral.org/webcast*.

The procedure – a liver resection – is performed on select patients with either primary or secondary liver cancers. Kenneth Tanabe, MD, chief of MGH Surgical Oncology, and James Cusack, MD, of MGH Surgical Oncology, will perform the surgery Feb. 3. Sam Yoon, MD, also of MGH Surgical Oncology, will serve as narrator.

This webcast, which will be accessible Feb. 4, will be the fifth installment in a series of online broadcasts from the MGH. Previous webcasts include a thoracic aortic aneurysm, a laparoscopic colon resection, an off-pump coronary bypass and a laparoscopic radical prostatectomy. These procedures also can be viewed at *www.massgeneral.org/webcast*.

For more information about the webcast, call (800) 388-4644.

Submit news tips and story ideas to the *MGH Hotline*

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Amy Moquin, assistant editor, at (617) 724-2753;
Christine Johanson, staff writer at (617) 726-0275;
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
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February 4, 2005

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Martin Luther King, Jr. remembered in special celebration

Alvin F. Poussaint, MD, marched with Martin Luther King, Jr., in one of the most famous civil rights demonstrations of the 1960s – the Selma, Alabama march that ended violently and later became known as "Bloody Sunday." Poussaint shared memories and photographs of those turbulent times in American history at the sixth annual Partners celebration of the legacy of Martin Luther King, Jr., held Jan. 28 in the O'Keeffe Auditorium.

Poussaint, who is a professor of Psychiatry at Harvard Medical School, gave a fascinating presentation, recounting what it was like to be a black American during the civil rights movement. He also reflected on his experiences as a black physician who gave medical care to the activists participating in the often violent demonstrations of that time. Pouissant showed a series of photos that he took of the March on Montgomery, depicting King and other famous activists such as the celebrated singer-actor Harry Belafonte and noted author James Baldwin.

Poussaint also echoed King's message of nonviolence in handling human conflict. "Martin Luther King was not just a black leader," said Poussaint. "He was a leader for all, and we should remember him for standing for nonviolence in approaching life and handling conflict among individuals, among states and among

(Continued on Page 2)

Poussaint

MGH and NSMC receive Nesson Award for collaboration

The MGH and North Shore Medical Center (NSMC) were jointly awarded a Nesson Award for Collaboration from Partners Community HealthCare, Inc. (PCHI), at the group's recent annual meeting. The Nesson Awards are presented in honor of H. Richard Nesson, MD, the "founding father" of Partners Community HealthCare, Inc. (PCHI), who conceived of the organization as a means to integrate and manage patient care.

The two hospitals were recognized for their collaborative development and successful implementation of cardiac surgery and percutaneous coronary intervention (PCI) programs. In two years, the MGH and NSMC planned and constructed a new open-heart surgical service at Salem Hospital that culminated in NSMC performing its first open-heart procedure in the spring of 2003. In November of that year, the first PCI procedure was successfully completed at NSMC.

The PCI program now allows patients on the North Shore to receive life-saving angioplasty as well as elective interventional treatments for heart disease. Through this collaboration, NSMC has the only heart center in the region that offers cardiac surgery and PCI.

"This collaboration has combined the cardiac expertise of the MGH with North Shore Medical Center's innovative and personalized approach to care to offer the best cardiac care to patients on the North Shore," says Ann Prestipino, senior vice president for Surgical and Anesthesia Services and the MGH Cardiac Program. "We are proud to share this award with North Shore and continue to enjoy our longstanding partnership with them."

The MGH departments involved with the team include Patient Care Services, Cardiac Surgery, Cardiology and Administration, as well as areas such as Cardiac Medical and Cardiac Surgery Inpatient Units, the Cardiac Catheterization Laboratory, the Cardiac Operating Room and the Patient Care Services Center for Clinical and Professional Development.

"There were numerous benefits resulting from this opportunity for MGH nurses to collaborate closely with our North Shore colleagues," says Theresa Gallivan, RN, associate chief nurse for MGH Patient Care Services. "We were able to put faces with names and share expert clinical, operational and administrative knowledge. Perhaps most importantly, we further established professional networks that we will continue into the future."

Advances

MIND research study identifies molecule that may help treat Huntington's disease

Using advanced approaches to screening for new drugs, a research team based at the MassGeneral Institute for Neurodegenerative Disease (MIND) has identified a new potential treatment for Huntington's disease (HD), the first such compound not based on an existing medication. The investigators – led by Aleksey Kazantsev, PhD, of MGH Neurology – reported their findings in the Jan. 18 *Proceedings of the National Academy of Sciences (PNAS).*

A devastating neurodegenerative disorder, HD is one of several conditions in which abnormal repetition of a genetic segment causes mutated proteins to accumulate in the brain in deposits believed to be toxic. The MIND research team used a new yeast-based cellular assay to search for compounds that might inhibit these protein aggregates. The initial screening of their library of 30,000 compounds identified several potential inhibitors, and more selective screens eventually focused on one molecule that powerfully reduced aggregation in the brain cells of a mouse model of HD. The researchers then found that feeding this compound to fruitflies that develop a form of the disorder slowed the neurodegeneration typically visible in insects' eyes.

The MIND team is now preparing to test this compound in mice that develop a form of HD. "These results not only have led us to a potential treatment for HD, they also confirm our vision for MIND – that giving our physician-researchers and basic investigators the most advanced tools and techniques will accelerate the identification of potential drugs and the development of new therapies," says Anne B. Young, MD, PhD, MGH chief of Neurology and a co-author of the *PNAS* paper. Other MGH co-authors are Deborah Russel and Michele Maxwell, PhD. ●

– Martin Luther King

(Continued from Page 1)

nations. And as doctors, nurses and healers, we play an important part in the movement of nonviolence and peace."

Other highlights of the event included a special welcome by Peter L. Slavin, MD, president of the MGH, who spoke about the hospital's progress in diversity efforts for patients and employees. Helen Witherspoon, program manager for Training and Workforce Development, introduced local performer Terry Gersham, who sang rousing renditions of "Lift Every Voice and Sing," "Lean On Me," and "We Shall Overcome." And Carlyene Prince-Erickson, director of MGH Employee Education and Leadership Development, introduced the four YMCA Black Achievers for 2005 – Ivonny Niles of MGH Orthopædics, Larry Washington of MGH Police and Security, Debra Earls of Partners Human Resources, and Eddy Rospide of Partners Information Systems. ●

Jetting away the winter blues

While blood donations often are lower in the wintertime because of cold weather and donors being out sick, the MGH Blood Donor Center created a way to entice employees to donate this past December and January and keep the hospital's blood supply at a safe level. The Blood Donor Center teamed up with JetBlue Airways to offer two tickets to any of the airline's destinations as a raffle prize for donors.

On Jan. 31, Christopher Stowell, MD, PhD, medical director for the Blood Donor Center, presented the winner, Kelly Christian, of MGH Psychiatry, with the tickets. Christian is a new employee who gave blood at the Blood Donor Center for the first time during the raffle and plans to use the tickets to visit family in Puerto Rico.

Stowell and Christian

The Blood Donor Center received 1,555 donations during this promotion, which ran Dec. 13, 2004 to Jan. 14.

Donors will get another chance to win a getaway in March when the Blood Donor Center offers all donors a chance to win a trip to Las Vegas. ●

MGH physicians join Patriots in quest for Super Bowl win

Bertram Zarins, MD, of MGH Orthopædics and chief of the MGH Sports Medicine Service, and Thomas Gill, MD, also of MGH Orthopædics and the Sports Medicine Service, are on their way to Florida to join the New England Patriots as they challenge the Philadelphia Eagles in the Super Bowl. Shown below with the AFC Championship trophy, Zarins, *right*, and Gill serve as team physicians for the Patriots, standing ready on the sidelines to tend to players' injuries.

MGH HOTLINE

MGHers prepare to Be Fit

While losing weight and eating healthier are popular New Year's resolutions, six groups from throughout the hospital are making a commitment to stick to these resolutions with the support of a new pilot program. Teams from Buildings and Grounds, Environmental Services, Human Resources, Materials Management, Nutrition and Food Services and MGH members of the Clubs at Charles River Park intend to eat healthier, exercise more and above all else get fit through the Be Fit Challenge – a 12-week pilot program sponsored by the Clubs and Nutrition and Food Services that will help the teams with nutrition advice, fitness tips and overall health guidelines.

A personal trainer from the Clubs and a nutritionist – a registered dietitian from Nutrition and Food Services – will be assigned to each team to oversee its progress and assist in improving eating and exercise habits. A team leader from each department will encourage the group to stay on track. Each member will be entitled to three visits per week to the Clubs and one free Nutralert meal from the Eat Street Café each week. Nutralert meals provide less than 650 calories, less than 22 grams of fat and less than 30 percent of calories from fat.

To prepare for the kickoff, which took place Feb. 3 in the Clinics Amphitheater, each team member signed a Be Fit Challenge commitment contract. The contract states each member must attend a weekly one-hour group meeting every Thursday and weekly group weigh-ins – which will track the progress of each team. Each member also must agree to 30 minutes of moderate physical activity at least five days a week. Physical activity can include working out at a gym, taking the stairs instead of the elevator, doing housework or shoveling snow. Each member also will commit to following healthy eating habits.

"We know that poor nutrition and inactivity can lead to illnesses and chronic diseases," says Jeff Davis, senior vice president for MGH Human Resources. "Eating right and exercising regularly are the foundations of living a healthy life. To help employees meet this challenge, we hope to support them in their journey to improve their lifestyle and live happy, healthy lives."

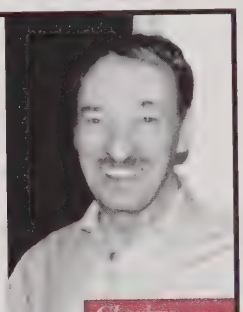
Once the pilot program is complete and has been evaluated, the hospital plans to open up the Be Fit program to every employee at the MGH.

Hockey highlights: Team MGH vs. Bruins Black and Gold Legends

The stands at Harvard University's Bright Arena were filled with MGH fans Jan. 21 as they cheered on Team MGH in the third annual celebrity hockey game against the Black and Gold Legends – a team of former Boston Bruins hockey players. The highly-anticipated event raised $20,000 for the MGH United Way Campaign. Although Team MGH lost the game, 11 to 4, the players and their many fans had a great time. "We didn't mind losing to such a great team of players because everyone had a ball, and it was all for a good cause," says Ron Doncaster, of MGH Radiology and captain of Team MGH. "We had a great team this year representing dozens of MGH and Partners departments. We'd like to thank the many MGH volunteers who worked hard behind the scenes to make this a spectacular event. And we'd like to thank all of the MGH fans who came out to the rink to root us on. We look forward to doing this again next year." ●

Team MGH

In memoriam: Larry Cherkas



Cherkas

A memorial services for longtime MGH employee Larry Cherkas will be held Feb. 10 at 10 am in the MGH Chapel on Ellison 1. A reception will be held in the Mallory Library on Warren 2 following the service.

Cherkas, who died Jan. 2, worked in the Dermatology and Neurology departments for 40 years. According to his colleagues, he was an exceptional photographer, pleasant to be around and always willing to help coworkers. For more information about the memorial service, call (617) 726-2974.

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MGH HOTLINE

WHAT'S HAPPENING

Ash Wednesday services

The MGH Chaplaincy Department will offer Ash Wednesday services Feb. 9 at the MGH Chapel. Roman Catholic Mass will be held at 11 am and 4 pm and an Ecumenical service will be held at 12:15 pm. Ashes will be distributed in the chapel between 9 am and 5 pm and will be delivered once to each patient floor between 8 am and 4 pm. Ashes also will be distributed at the following locations: CNY Building 149, from noon to 2 pm; the Charlestown HealthCare Center's second floor conference room, from noon to 1 pm; the Revere HealthCare Center, Sweet Conference Room, from 1:30 to 2:15 pm; the Chelsea HealthCare Center's third floor conference room, from 8 to 9 am and 12:30 to 1:30 pm; and at the Massachusetts Eye and Ear Infirmary's 11th floor patient lounge, from 10 to 10:50 am and the sixth floor operating room lounge, from 11 to 11:30 am. All chapel services will be broadcast on the MGH in-house television system, Channel 16 .

Ethics forum

An ethics forum "Family Presence During Resuscitation: Exploring the Practice from an Ethical Perspective" will be held Feb. 11, from noon to 1 pm in the Sweet Conference Room. Panelists will include Patricia Mian, RN, MS, of MGH Emergency Services, Susan Warchal, RN, of MGH Emergency Services and chair of the Emergency Department Ethics Committee, and Benjamin Medoff, MD, associate director of the MGH Pulmonary and Critical Care Unit. Ellen Robinson, RN, PhD, clinical specialist in Ethics at the MGH, will be the moderator. For more information, send e-mail to *erobinson1@partners.org*.

Medical terminology courses

MGH Human Resources will offer Medical Terminology I starting March 7 and Medical Terminology II starting March 9 at 100 Charles River Plaza, Suite 200. The cost for part I is $70 and part II is $50. Registration is required by Feb. 28. To register, visit *ibridge.partners.org/getacces*. For more information, call (617) 724-3368.

CRP seminar series

The Clinical Research Program (CRP) will sponsor "Subject Recruitment – 50 Practical Tips That Work at MGH" Feb. 9, from 11:45 am to 1 pm in the Wellman Conference Room. Marsha Tennis, RN, of MGH Neurology, will discuss subject recruitment tips and techniques using her knowledge of MGH research policies. This lecture qualifies for contact hours. Registration is required by Feb. 7. To register, call (617) 726-1669.

Eldercare discussion group

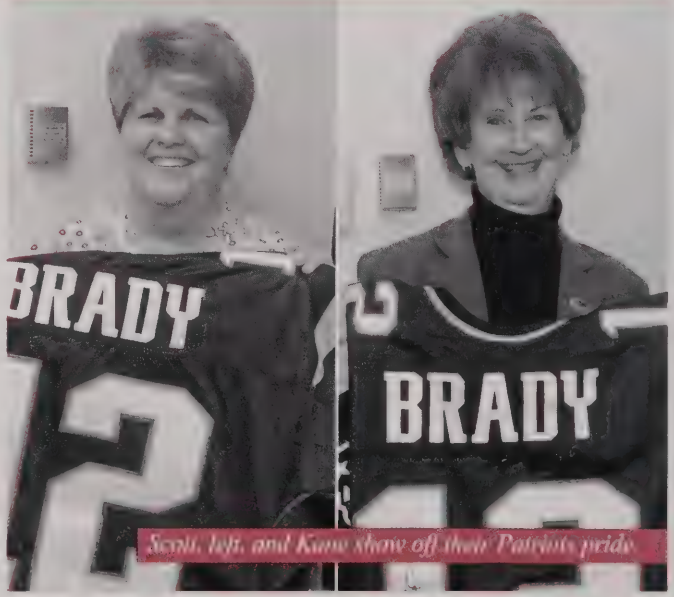
The MGH Employee Assistance Program (EAP) will host an eldercare discussion group Feb. 15, from noon to 1 pm in the Trustees Conference Room, Bulfinch 225A. Barbara Moscowitz, LICSW, an MGH geriatric social worker, will discuss care coordination, legal, estate and medical issues, and caring for oneself while caring for an elder. This group also will meet March 15, April 12 and May 10. For more information, call (617) 726-6976 or visit *www.eap.partners.org*.

Senior HealthWISE seminar

MGH Senior HealthWISE will sponsor "Sit To Be Fit" Feb. 15, from 2 to 3 pm at the Clubs at Charles River Park. Sandy Connor, a personal trainer at the Clubs, will run this exercise workshop for seniors 60 years and older, free of charge. For more information, call (617) 724-6756.

Patriots fever continues

Joan Kane, of Partners Information Systems, and Patricia Scott, RN, of MassGeneral Hospital for Children, both have Patriots fever. And the cure is a Tom Brady-autographed football jersey. Both Kane and Scott were selected as winners of the second MGH raffle for autographed Patriots items and the lucky recipients of these jerseys. All proceeds from the raffles benefit the MGH Fund. See next week's *Hotline* for information about the winners of the final Patriots grand prize raffle.



Scott, left, and Kane show off their Patriots pride

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Amy Moquin, assistant editor, at (617) 724-2753;
Christine Johanson, staff writer at (617) 726-0275;
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
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February 11, 2005

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

New technology unveiled at MGH Heart Center's open house

A state-of-the-art technology that provides noninvasive detection of coronary artery disease was introduced Feb. 3 at a special open house hosted by the MGH Heart Center, which is a collaborative, multidisciplinary team, including clinical representation from the hospital's Cardiology Division, Cardiac Surgery Department, Cardiac Anesthesia, Cardiac Nursing and the Department of Radiology. The center provides patients with comprehensive, personalized care from all services, spanning the entire spectrum of cardiac disease.

MGH clinicians from the Heart Center and the Cardiac MR CT Program, a joint Cardiology and Radiology program, demonstrated a noninvasive technology called CT angiography, which provides never-before-seen views of the heart using a new 64-slice CT scanner. This scanner provides high-resolution images that are captured so fast that the heart's motion is effectively halted, enabling clear visualization of the coronary arteries. The MGH Heart Center is the first site in Boston to use this capability, which is expected to change the course of cardiac care.

Guest speakers at the open house included James H. Thrall, MD, chief of Radiology; G. William Dec, Jr., MD, chief of Cardiology; Thomas J. Brady, MD, director of the Cardiac MR CT Program; and Roman W. DeSanctis, MD, director emeritus of Clinical Cardiology. For more information, call Suhny Abbara, MD, at (617) 726-5954. ●

From left, DeSanctis, Dec and Brady with the scanner

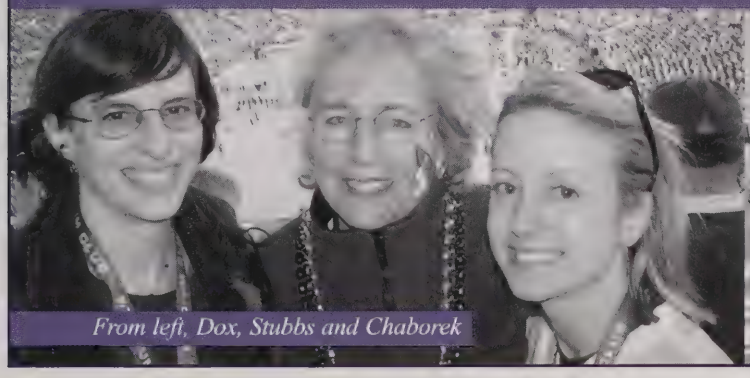
MGHers have a super time at the Super Bowl

For most people, it's just a dream to attend the Super Bowl, but for three MGHers that dream became a reality Feb. 2 when Human Resources announced the winners of the final MGH raffle for tickets to Super Bowl XXXIX to watch the New England Patriots win the challenge against the Philadelphia Eagles. Amanda Chaborek, of the MGH Institute of Health Professions; Lorraine Dox, of Nutrition and Food Services; and Connie Stubbs, of the Clinical Research Program, could not believe they were the lucky three out of 2,100 entries. "It still had not sunk in until we landed in Jacksonville, and the buses were lined up on the tarmac to take us to the stadium," says Chaborek.

Chaborek, Dox and Stubbs each received two round-trip tickets on a charter flight, pre-game hospitality passes that included food, free drinks and entertainment by the Doug Flutie Band and Dennis Quaid's band, tickets for the game, and post-game Patriots extravaganza tickets. "It was a 24-hour trip we will always remember," says Dox. "And they will always be fond memories."

Stubbs adds, "The whole experience was like being plugged into an electrical socket. The biggest charge came from just walking into the stadium with its roar of sound from the thousands of people and lights everywhere. There was an incredible energy in the stadium."

Also at the Super Bowl was the MGH medical team for the Patriots including *(below, from left)* Brit Nicholson, MD, David Berger, MD, Bertram Zarins, MD, Thomas Gill, MD, Joseph Czarnecki, MD, and David Maynum, MD. They stood ready on the sidelines to tend to players' injuries.

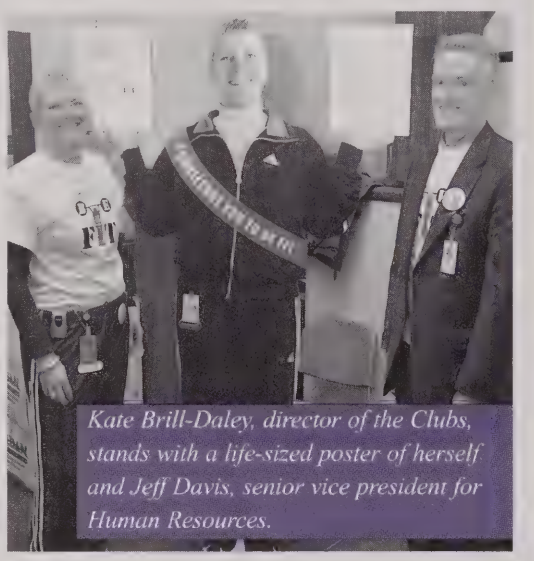


From left, Dox, Stubbs and Chaborek

MGHers commit to Be Fit

At a recent visit to his doctor's office for a routine exam, Ridwan Himawan, of MGH Nutrition and Food Services, was told – much to his surprise – that he needed to lose 20 pounds. "I was shocked, but I knew that he was right," says Himawan. "I told him that it will be very tough for me to do since I work around food all the time in my job."

Thanks to a new pilot program called Be Fit, Himawan and 103 other MGH employees are getting support from the hospital to lose the weight and live a healthier lifestyle. Sponsored by The Clubs at Charles River Park and MGH Nutrition and Food Services, the program features six teams of employees from different departments. The teams compete against each other to eat better, exercise more and ultimately shed a few pounds in the process with the help of registered dietitians from MGH Nutrition and Food Services and personal trainers from the Clubs.



Kate Brill-Daley, director of the Clubs, stands with a life-sized poster of herself and Jeff Davis, senior vice president for Human Resources.

Himawan is the leader of the Nutrition and Food Services team that is competing against Environmental Services, Materials Management, Buildings and Grounds, Human Resources and a team of MGHers who belong to the Clubs. In an e-mail that he sent to his team members, Himawan explained all the reasons he wants to get fit and how this program can help everyone on the team reach their individual goals. "After losing my father to heart disease, I really would like to live beyond the life expectancy age," says Himawan. "I believe I can do this with the help of this program."

The Be Fit program launched the 12-week pilot with a rousing kick-off event Feb. 3 that resembled a pep rally*(shown below)* in the Lower Amphitheater. The six teams will meet weekly to discuss nutrition and exercise as well as a weigh-in to monitor their weight loss progress. Once the pilot program is complete and has been evaluated, the hospital plans to open up the Be Fit program to every employee at the MGH. ●

Clean hands make a difference

Members of the STOP – Stop Transmission of Pathogens – task force have a good reason to celebrate the hard work of MGHers this past year. According to reports from the Infection Control Unit, there has been a new and steady decline of hospital-acquired infection rates since last year. The change started in early 2004, which leads STOP task force members to believe that it could be attributed, in part, to the reinvigorated Hand Hygiene program and the introduction of the Clean Sweepstakes rewards program, a contest among patient care units to reward the highest hand hygiene compliance.

The infection rate decline was mostly for the two most prevalent hospital-acquired infections – methicillin-resistant Staphylcoccus aureus (MRSA) – a type of staph infection – and vancomycin-resistant enterococci (VRE). Because these infections are often resistant to antibiotics, they can be particularly difficult to treat. According to many studies, when health care workers consistently disinfect their hands before and after every patient care encounter, these infections can be significantly reduced or prevented. Using alcohol-based antiseptic hand gel such as Cal Stat can be more effective than using soap and water to remove bacteria from hands.

"Although other factors can affect our infection rates, it is very exciting to think that we are all making a difference for our patients through improved hand hygiene," says Judy Tarselli, RN, of the MGH Infection Control Unit and the STOP task force.

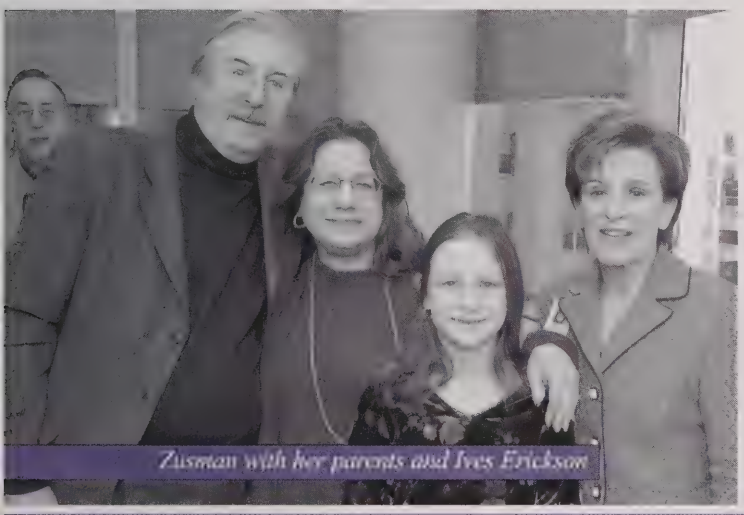
To further improve the hospital's infection rates, standards have been set higher for the first quarter of the 2005 Clean Sweepstakes contest. For this quarter, any unit that achieves both a compliance rate of at least 50 percent before and 80 percent after contact with a patient or a patient's environment will receive a special reward.

For more information about the Clean Sweepstakes, call Rosemary O'Malley at (617) 726-9663.

MGH HOTLINE

CD library offers soothing music, inspires healing

A love of music and a favorite uncle who passed away prompted Nicole Zusman to collect hundreds of CDs to create a music library for patients to enjoy at the MGH. Zusman, whose uncle suffered from Parkinson's disease, often visited him on the Neurological Inpatient Unit on Ellison 12 and would bring CDs to brighten his mood and help pass the time. Before Zusman's uncle died, he told her the music made him very happy. To honor her uncle's memory and as part of her community service commitment for her bat mitzvah, Zusman worked hard at collecting donations of CDs for the patients on Ellison 12.



Zusman with her parents and Ives Erickson

On Jan. 28, Zusman watched her hard work pay off at the dedication of the William Zemsky Memorial Listening Library located on Ellison 12. With her family and her uncle's brother by her side, Zusman thanked everyone for helping make the library possible – including Bill Talentino, director of the MetroWest library in Sudbury, who helped collect CDs from libraries throughout Massachusetts; and Dan Lorraine, from Trans World Entertainment, who donated CD holders and players. Jeanette Ives Erickson, RN, MS, senior vice president for Patient Care Services and chief nurse, and Ann Kennedy, RN, nurse manager on Ellison 12, also attended the dedication.

MGH bags are being used to hold a CD player and a book of CDs, ranging from classical to pop to music in foreign languages to children's music.

"I hope anyone who suffers from any type of neurological disease or is in the hospital having tests will use this library to make themselves feel comfortable and happier," said Zusman. "That is the reason I did this project – to remember my uncle and to help people." ●

MGHers recognized for excellence on the job

Sandy Connor, a fitness trainer at the Clubs at Charles River Park, Elena Scarpone, assistant to Gil Daniels, MD, of the MGH Thyroid Department, and Dominic Horton and Carole Philippe, both of MGH Nutrition and Food Services, are the most recent recipients of the MGH Excellence in Action Awards. This program helps recognize employees who have gone beyond their everyday commitment to the MGH community. The recipients were nominated through letters written by patients and nominations from colleagues and supervisors

Peter L. Slavin, MD, president of the MGH, recognized these four employees Jan. 26 for their hard work and dedication to the hospital, patients, families and visitors. Slavin visited each recipient's work area where colleagues gathered to congratulate the award recipient – some even celebrated with cake. Slavin then read the nomination letters and presented each recipient with a certificate and a pair of movie tickets.

"It's not just the doctors and nurses who make this institution a special place," said Slavin. "Every employee here contributes to making the MGH a great place to work."

Connor, third from left, with Slavin, Kate Brill-Daley, manager of the Clubs, kneeling, and the MGHers who nominated Connor.

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MGH HOTLINE

WHAT'S HAPPENING

Treadwell Library celebrates Valentine's Day
The Treadwell Library will display heart-warming books Feb. 14 through 18 in recognition of Valentine's Day. Refreshments will be available Feb. 15 between 1 and 3 pm. For more information, send e-mail to Elizabeth Schneider at *eschneider1@partners.org* or call (617) 724-2791.

CRP seminars
The Clinical Research Program (CPR) will sponsor "Problem-Based Biostatistics Seminars for Physiologic Investigators" March 8 and 22, from 3:30 to 5 pm in the Walcott Conference Rooms and March 15 and 29, from 3:30 to 5 pm in the Burr 5 and 6 Conference Rooms. Intended for physiologic investigators who have moderate or substantial statistical experience, each of the four sessions will focus on a different theme and an actual research project. A database will be used to provide concrete and realistic examples. Seminars will be run by John Orav, associate professor of Medicine (Biostatistics) at Harvard Medical School. Enrollment is limited. Registration is required and must be received by March 1. To register, visit *http://crnet.mgh.harvard.edu/*. For more information, send e-mail to Elaine Almeida at *ealmeida@partners.org* or call (617) 726-5010.

MGH Leadership Academy
MGH supervisors and managers are invited to the launch of the MGH Leadership Academy Feb. 23, from 10 to 11 am in the O'Keeffe Auditorium. Be one of the first to preview the Academy's online curriculum through Harvard Business Publishing's ManageMentor program. This information session will introduce supervisors and managers to the Academy's five pillars of leadership and its competency model. The session will be teleconferenced to CNY, the MGH health centers in Charlestown, Chelsea and Revere and MGH West. For more information, send e-mail to *MGHLeadership-Academy@partners.org* or call (617) 726-2230.

Spring 2005 HR courses
MGH Training and Workforce Development currently is offering Spring 2005 Human Resources courses. Topics will include communication and writing skills, time and project management, understanding hospital finances and many more. For the full schedule, visit *http://is.partners.org/hr/training/HR/training.html*. For more information, send e-mail to Calla Pearce at *training@partners.org* or call (617) 726-8966.

MGH Scientific Advisory Committee meeting
The MGH research community will host its 29th MGH research symposium and poster session and the 58th-annual meeting of the MGH Scientific Advisory Committee (SAC) Feb. 16 and 17. The poster session will be held Feb. 16, from 11:30 am to 2 pm in the Wellman Conference Room, the WACC lobby and the Walcott Conference Rooms. Presentations of current research from distinguished scientists will be held Feb. 16, from 2:15 to 5 pm in the O'Keeffe Auditorium. And the annual meeting of the SAC will be held Feb. 17, from 8 am to 3:30 pm in the Wellman Conference Room.

Groundhog visits MGH on Job Shadow Day

While the groundhog was searching for his shadow Feb. 2, 20 students from East Boston High School (EBHS), MGH's high school education partner, "shadowed" MGHers during Groundhog Job Shadow Day. Job shadowing provides students with an opportunity to learn about the world of work and see that the workplace is an extension of the classroom.

Students spent a part of the day observing, asking questions and assisting their shadow host, wherever appropriate, while gaining a first-hand look at the dynamic world of health care. In this process, students learned what skills and education are needed to pursue these jobs, as well as advice about how to achieve their dream career.

Groundhog Job Shadow Day is supported by the MGH/EBHS partnership and is a program of the School Partnership Initiatives in the MGH Community Benefit Program. For more information, call (617) 724-8326.

Student John Lewis spends time in the Radiation Oncology Machine Shop with John MacDonald and Lenny Wasileski, right.

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Christine Johanson, staff writer at (617) 726-0275;
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
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February 25, 2005

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

JCAHO survey preparations begin again

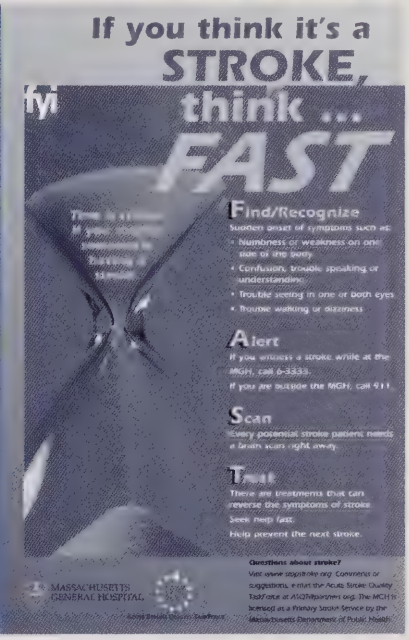
While it has only been a year and six months since the last survey by the Joint Commission on Accreditation of Healthcare Organizations (JCAHO), the MGH has already begun preparations for the next review, which is expected to take place some time in 2006.

JCAHO is a nonprofit organization that evaluates and accredits more than 19,000 health care organizations in the United States. The goal of JCAHO is to help improve the quality of medical care by accrediting health care organizations that are deemed to meet specific standards after completion of a thorough inspection.

The early preparations for the survey are to help plan for the major revisions JCAHO has made to the survey process. In 2004, JCAHO launched its new accreditation process called "Shared Visions – New Pathways," which is meant to focus on continuous improvements in an organization with more of an emphasis on providing safe, high-quality care, treatment and services.

One of the major changes to this process is that the survey now will be unannounced, meaning that the MGH will have a general idea of what month

(Continued on Page 3)



SAC meeting examines implications of changing scale of science

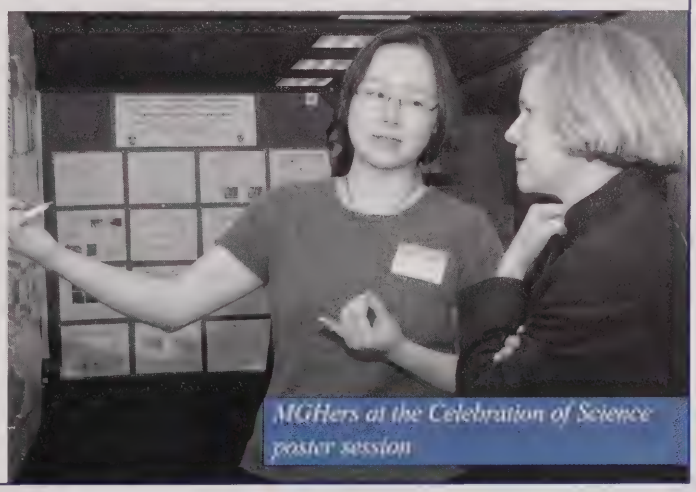
In recent years, biomedical research has been altered by the emergence of powerful but very expensive research tools and huge multidisciplinary, multi-institutional initiatives such as the Human Genome Project. These changes already are affecting the way some MGHers are conducting research and was the focus of last week's 58th annual meeting of the Scientific Advisory Committee (SAC). A group of distinguished researchers from across the country, the SAC meets with MGH researchers annually to advise the hospital on its research program.

The two-day event opened Feb. 16 with the annual Celebration of Science poster session and a research symposium. Of the 172 posters, 12 were selected as posters of distinction. Students from the Timilty Middle School, advised by MGH volunteers, also presented their science fair projects.

The research symposium featured two MGH researchers – David Altshuler, MD, PhD, of MGH Molecular Biology, and Alan Ezekowitz, MBChB, DPhil, chief of Pediatrics for MassGeneral Hospital for Children – and keynote speaker Robert Horvitz, PhD, of the Massachusetts Institute of Technology, a Nobel Prize winner and SAC member. Altshuler discussed the challenges of determining how the interplay of normal genetic variations may increase the risk of common diseases like type-2 diabetes. Ezekowitz illustrated how the scale of research has changed in studies of the innate immune system – from a single molecule, to the relationship between molecules, to the complex interactions of multiple molecular pathways. Horvitz then described how studies of the tiny *C. elegans* worm are helping unravel the process of programmed cell death.

On Feb. 17, Daniel Podolsky, MD, chairman of the Executive Committee on Research, opened the SAC meeting by outlining the broad MGH research landscape and identifying the critical questions to be addressed about future research directions. To give perspective, Dennis Ausiello, MD, chief of MGH Medicine, profiled the principal investigators' changing roles over time.

The balance of the program engaged MGH researchers in panel discussions with each other and with the SAC members – considering the challenges of participating in such multi-institutional research efforts as the Center for the Integration of Medicine and Innovative Technology (CIMIT) and the Broad Institute and discussing how changes in scale already affect MGH research programs. The day culminated in a panel discussion about the implications for research career development, led by Nancy Tarbell, MD, director of the new MGH Center for Faculty Development.



MGHers at the Celebration of Science poster session

MGH and AMMP recognize Black History Month

In recognition of February as Black History Month, members of the Association of Multicultural Members of Partners (AMMP) have compiled the following summary of how Black History Month came into existence, as well as little-known facts about important contributors to black history.

The observance of black history began in 1926 in response to the fact that very little black history had been studied or even documented at that time. Since then, it has been celebrated every February thanks to the efforts of Carter G. Woodson, PhD, who became known as the "father of black history." Woodson chose February to coincide with the birthdays of Frederick Douglass, a leader of the abolitionist movement, and Abraham Lincoln, as well as the anniversary of the founding of the National Association for the Advancement of Colored People (NAACP).

Woodson was the son of former slaves who spent his early life in the Kentucky coal mines. At age 20, he enrolled in high school and continued on to earn his PhD at Harvard University. As he received his education, he became aware that blacks were mentioned very little in American history books. To counter this, he formed the Association for the Study of Negro Life in 1915 and the *Journal of Negro Life* in 1916. In 1926, he initiated Negro History Week in an effort to bring national attention to the contributions of black people throughout American history. This eventually evolved into Black History Month, a time when black achievers of past and present are honored.

The following are some of the black Americans who have made major contributions to society:

- John Derham became the first black medical doctor in America (1787).
- Rebecca Lee Crumpler was the first African-American woman to earn a medical degree (1864).
- Sarah Goode was the first African-American woman to receive a U.S. patent (1885).
- W.E.B DuBois was the first black person to earn a PhD from Harvard (1895).
- Charles Drew invented the blood plasma bag (approximately 1945).
- Ralph Bunche was the first black person to win the Nobel Peace Prize (1950).
- Shirley Chisholm was the first black woman to be elected to Congress (1964).
- Benjamin Carson, MD, was the first neurosurgeon to successfully separate Siamese twins joined at the head.

PACE project successfully completed

After three years of planning, the PACE (Patient Administrative Cycle Enhancements) project now is completed. The overall goal of PACE, a joint project of the MGH and the Massachusetts General Physicians Organization (MGPO), was to make administrative operations more consistent, efficient and customer friendly. Over the course of the project, the PACE team redesigned the registration and referral processes for the hospital and the MGPO, including everything from scheduling an outpatient appointment to handling insurance information.

"The implementation of a project of this size and this importance to hospital operations was a huge task," says Peter L. Slavin, MD, president of the MGH. "It's a credit to the planning efforts of the team that there were so few disruptions to patients and clinicians."

During the last weekend in January, the PACE team marked the final phase of the project with the installation of Patcom, the new system for registration and outpatient billing. Next year, the Patcom system will produce more than 1.8 million outpatient bills.

"We especially appreciate the efforts of the nearly 140 people who worked during the implementation weekend to ensure that the system conversion went smoothly," says David F. Torchiana, MD, chairman and CEO of the MGPO.

The PACE team had two command centers – in Ruth Sleeper Hall and One Constitution Plaza – to support practices and troubleshoot issues. Adds Nancy Gagliano, MD, vice president of Physician Practice Management and Service Improvement: "Many of the team members worked around the clock and responded quickly to any problems that occurred."

"Overall, the PACE project was a great success," says Sally Mason Boemer, vice president of MGH Finance. "While it's too early to tell the long-term results, we are confident that Patcom will improve the accuracy of our billing and registration information."

One of last year's PACE highlights featured the opening of a centralized Registration and Referral Center (RRC). The RRC has state-of-the art computer systems and trained staff to handle registration and referrals. Since June 2003, the RRC has handled nearly a million registration calls. On average, the RRC processes more than 1,000 outpatient referrals every day. ●

MGH HOTLINE

Everyone can Be Fit by exercising and eating right

Now in its third week, the Be Fit program – a pilot program designed to help employees from different departments lose weight and lead a healthier life – has helped the six teams competing lose a combined weight of 305.5 pounds.

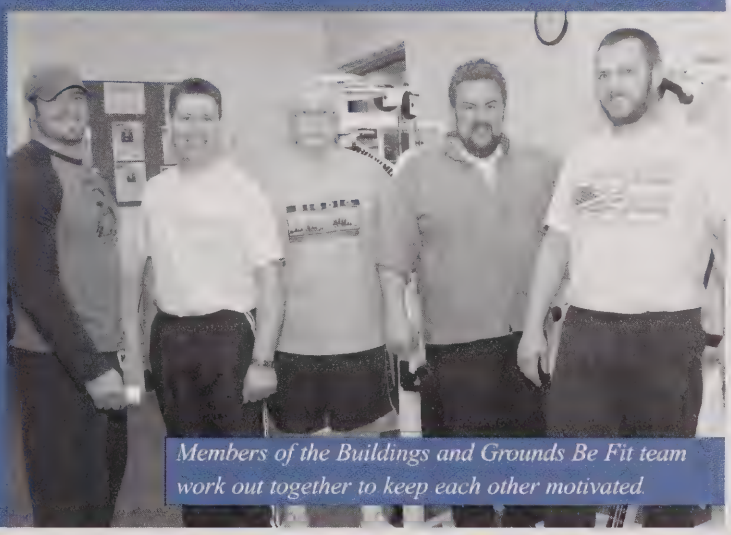
Even though the program currently is being offered to six departments – Buildings and Grounds, Environmental Services, Human Resources, Materials Management, Nutrition and Food Services and a team of MGHers who belong to the Clubs at Charles River Park – all MGHers can benefit from the following exercise and nutrition tips.

Exercise tips:

- Exercise at a pace that allows a conversation to happen with another person.
- Don't wait for the best available parking spot. Park farther out and take a few extra steps to the building. Or don't drive at all. Walking at a moderate pace can burn up to 200 calories per hour.
- Pretend the elevator does not exist. Take the stairs.
- Add a pound of muscle and burn another 50 calories per day.
- Choose activities that are fun and exercise with family and friends. Exercise will never seem boring.
- Shoveling snow, climbing stairs and washing your car are moderate forms of exercise that can be considered a part of the workout routine.

Nutrition tips:

- Incorporate three whole grains into each meal. Whole grain foods include items such as whole wheat bread, bran flakes and tabouli.
- When selecting milk or meat, choose lean and lowfat options such as 1 percent or skim milk and chicken or turkey.
- Practice portion control. Nutralert meals – offered in the Eat Street Café – are balanced and calorie conscious.
- Read food labels – a low-calorie snack has three grams of fat and 100 calories.
- Don't wait until your stomach is growling to eat.
- A healthy diet is a balanced diet. Have items from the major food groups at each meal.



Members of the Buildings and Grounds Be Fit team work out together to keep each other motivated.

— JCAHO survey

(Continued from Page 1)

the survey will be conducted but will not know the exact days. JCAHO also will use more in-depth information about the hospital to help focus the survey and will use a new process called tracer methodology to analyze the hospital's systems through "tracing" a patient's experience. With this method, a surveyor follows identified patients throughout their care experience, speaking with staff members who care for those patients along the way.

In addition, some JCAHO standards have been reformatted and clarified to focus more on patient safety and quality of care. JCAHO also now requires a Periodic Performance Review (PPR), a compliance assessment that a health organization conducts itself at the midpoint of its accreditation cycle.

The hospitalwide JCAHO steering committee – under the leadership of Maryanne Spicer, director of MGH Corporate Compliance – reconvened in the fall of 2004 to reinvigorate the MGH's planning for the survey. The committee currently is conducting a PPR and will be submitting the results to JCAHO in March.

"The Joint Commission's changes to it's accreditation system are moving from a process focused on preparing for a survey and trying to achieve a high score to one that emphasizes continuous operational and system improvements," says Spicer. "While I'm confident that the MGH is always ready to provide the highest quality care at all times for our patients, the challenge with this new survey process is to always be prepared to demonstrate our state of readiness in the case of a surprise inspection."

The JCAHO committee also will reintroduce the hospitalwide FYI campaign, which is a series of informative posters, flyers and articles in hospital publications that convey important information about hospital activities, programs and policies that are integral to the survey. The JCAHO committee is introducing the first FYI poster, which focuses on stroke awareness *(See Page 1)* and is co-sponsored by the Acute Stroke Quality TaskForce.

For more information about the JCAHO survey, contact Spicer at (617) 726-5109. ●

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MGH HOTLINE

WHAT'S HAPPENING

Menopause program

The MGH Women's Health Coordinating Council will host "Menopause and Your Health" March 10 from 5:30 to 8 pm at the Yawkey Center. The program is designed to help women better understand the facts about menopause and current treatment options. The registration fee is $25, and scholarships are available. For more information, send e-mail to Mary Ellen Heike at *mheike@partners.org* or call (617) 724-8044.

Eating disorders public forum

The Harvard Eating Disorders Center at MGH will sponsor the ninth annual public forum entitled "Beyond Beauty: Image, Style, and Substance" March 1 at 7 pm, at the Gutman Conference Center at the Harvard Graduate School of Education. Heather Unruh, from WCVB-TV Channel 5's EyeOpener and HealthBeat, will serve as moderator. The forum is free and open to the public. For more information, call (617) 724-1744.

Medical terminology courses

Partners Corporate Training will offer two 10-week medical terminology courses. Medical Terminology I is open to MGHers wishing to gain a basic understanding of the subject. Class will be held every Monday beginning March 7, from 4:45 to 6:45 pm. The fee is $70 and includes the textbook. Medical Terminology II classes will be held every Wednesday and will begin March 9, from 4:45 to 6:45 pm. The fee is $50. All classes will be held at 100 Charles River Plaza. Registration is due March 4. To register or for more information, call (617) 724-3368.

Quit smoking programs

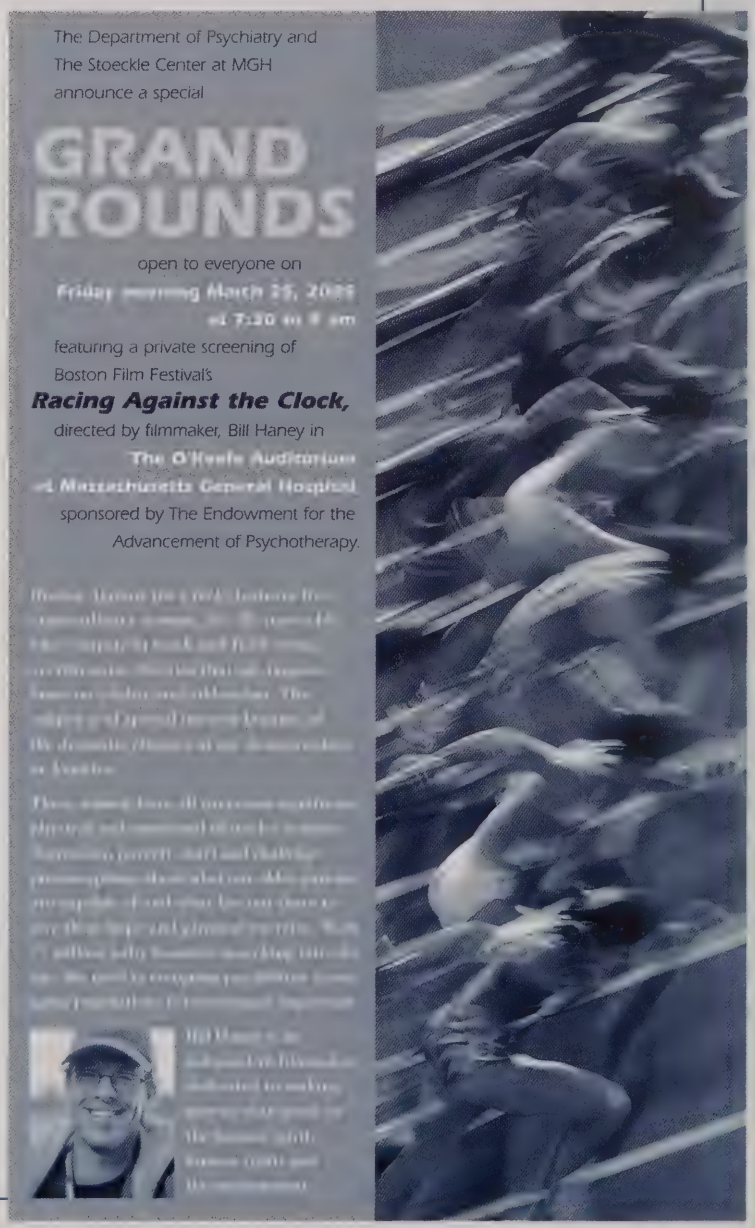
The MGH Quit Smoking Service will offer evening and afternoon group smoking cessation programs. The evening program will start March 8 at 5:30 pm and the afternoon program will start March 10 at 2 pm. These seven-session, weekly group programs include information about preparing to quit, coping with stress without cigarettes, preventing weight gain and tips for not smoking again. For more information, call Amy Asare at (617) 726-7443.

Coping with memory loss

MGH Senior Health will host "Getting Started: What To Do When Your Family Member Has Memory Loss" March 8 from 1 to 3:30 pm at 100 Charles River Plaza. The program, presented by trained Alzheimer's Association staff and volunteers, is designed to inform family members about how to get a diagnosis, understanding difficult behaviors and communication problems and available local resources. The program is free, but registration is required. For more information, call (800) 548-2111.

Blood Donor Center raffle

Any donor who gives blood at the MGH Blood Donor Center or the MGH Bloodmobile during the month of March will be entered into a drawing for a trip to Las Vegas. The trip includes two round-trip tickets on Southwest Airlines, two nights at the Imperial Palace and two free tickets to a show at the Riviera Hotel. For more information or to schedule an appointment, call (617) 726-8177.


The Department of Psychiatry and
The Stoeckle Center at MGH
announce a special
GRAND ROUNDS
open to everyone on
Racing Against the Clock,
directed by filmmaker, Bill Haney in
sponsored by The Endowment for the
Advancement of Psychotherapy.

Submit news tips and story ideas to the *MGH Hotline*

Contact Victoria Brady, editor, at (617) 724-6433; or
Amy Moquin, assistant editor, at (617) 724-2753;
Christine Johanson, staff writer at (617) 726-0275;
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
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www.massgeneral.org/news/

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March 4, 2005

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Leadership meeting focuses on hospital's financial performance

While the MGH remains in a strong financial position – especially compared with other Massachusetts hospitals – some trends in recent months have caused concerns that call for measured responses to bring the hospital closer to its fiscal '05 budget. These trends and some corrective strategies were discussed at a leadership meeting March 1.

Katie Hope, MGH budget director, explained that the hospital's year-to-date operating results lag behind budget by $6.8 million. She also noted that the $27.1 million year-to-date operating gain is slightly better than the operating gain at this time last year.

The worrisome trends relate primarily to patient care activity, which has been running lower than expected on both the inpatient and outpatient sides. Total revenue was behind budget by $15.3 million, with $14.2 million of this unfavorable variance coming from net patient service revenue. Factors that affected volume included a longer average length of stay – 6.14 days, or .27 days higher than budget – which prevented many hospital transfers and other patients from being able to access inpatient services. The snowstorm in January also affected these trends. In addition, a decreased amount of royalty revenue affected the negative variance in non-patient revenue.

This unfavorable revenue picture was partially offset by expenses, which were under budget by $8.6 million. Expenses, however, are expected to increase later in the fiscal year because of the hiring of additional FTEs and building projects, such as the new research building at Charles River Plaza.

There are several responses the hospital is developing to help offset these negative trends, including creating a high-level plan to help get back to budget by the end of the fiscal year. The hospital also will be evaluating patient throughput issues, focusing on decreasing the length of stay and enabling more patients to get access to hospital services.

Controlling expenses where possible will be a major part of the hospital's response plan. One such effort is a hiring review process for the MGH and the Massachusetts General Physicians Organization to better manage vacant positions. Managers, department heads, vice presidents and chiefs of service will be asked to review vacant positions to determine whether they can delay filling or even eliminate the position. Jeff Davis, senior vice president for Human Resources, said that this process would be similar to the hiring review that was implemented in 2003. In addition to the hiring review, managers have been asked to evaluate non-salary expenses to identify opportunities for reductions.

"The good news is that we are the most profitable hospital in Massachusetts

(Continued on Page 3)

Homecoming: MGH Project HOPE team returns

Members of the MGH team traveled to Southern Asia to provide medical care for the victims of the tsunami disaster as part of the Project HOPE relief mission returned home to Boston this past weekend with life-changing stories they will not soon forget. Arriving on three different flights Feb. 25 and 26, the 40 exhausted team members were greeted at Logan Airport by family members and friends eager to see them.

As the first team returned home, a group of 30 more MGHers left last week to replace their colleagues on the Navy hospital ship USNS Mercy, which has served as the home base for the clinicians.

For more information about the MGH Project HOPE team and to see journal entries and photos describing their experiences, visit *www.massgeneral.org/projecthope/*.

Jane Kimbrough, RN, second from right, gets a warm greeting at Logan Airport.

Committed to keeping MGHers safe in the workplace

In a busy hospital environment like the MGH, accidents that cause injuries to employees can happen. Last year, 86 employees reported injuries resulting from slips, trips and falls in the hospital. While this number is relatively low compared to the number of employees at the hospital, the MGH is looking for ways to reduce this number and to encourage injured employees to visit Occupational Health Services.

The hospital hopes to accomplish this through the creation of a new Worker Health and Safety Advisory Committee. This group is focused on promoting a safe, healthy and comfortable workplace for MGH employees and reducing worker injury. Co-chaired by Dawn Tenney, RN, associate chief nurse for MGH Perioperative Nursing, and Susan Loomis, NP, director of MGH Occupational Health, the committee includes representatives from Building and Grounds, Materials Management, Nursing, Physical and Occupational Therapy, Real Estate and Planning, Respiratory Therapy and the Safety Office.

Since the committee was established, two meetings have been held to discuss the hospital's injury data and to determine which areas of safety the committee will focus on. MGHers are encouraged to contact Tenney or Loomis with suggestions of topics the committee should consider.

The committee also has created some simple steps to help prevent employees from falls both indoors and outdoors:

- Wear shoes with good traction. Avoid high heels and leather-soled shoes on ice.
- Use handrails on stairways and when entering or exiting the shuttles.
- Be aware of wet or waxed floors.
- Watch for loose cords around computers and equipment.
- Call Environmental Services at (617) 726-2445 or Buildings and Grounds at (617) 726-2422 to report any spills on floors.
- If any employee falls, he or she notify a supervisor immediately, fill out an incident report and visit Occupational Health, located at 100 Charles River Plaza, fourth floor. ●

Future scientists showcase their skills

The MGH/Timilty Partnership held its annual weeklong science fair at the James P.Timilty Middle School Feb. 7 to 10 with more than 600 students presenting science projects. The students from grades six through eight were judged by 60 volunteers from the MGH community, including first-time judge Alejandro Morales, MD, from the Renal Unit, and longtime judge Vincent Riggi from MGH Respiratory Care Services. Thirteen students were selected to compete at the Boston Citywide Science Fair March 5.

Each year the MGH/Timilty Partnership Science Connection Program matches Timilty students with mentors from the MGH. This year, MGH employees mentored 31 students, and 10 of these students will compete at the regional level. For a second year, eighth grader Kathleen St. Fleur worked with her mentor, Caroline Benn, of MGH Neurology. St. Fleur's project "What is the optimal MgCl2 concentration for PCR amplification of the D2 dopamine receptor gene?" was one of the projects selected to compete at the citywide level.

For more information about the partnership, call (617) 445-5712 or send e-mail to sbeglund @partners.org

John Driscoll of MGH Police and Security with a Timilty student

A gift from the Ladies Visiting Committee

Through the generosity of the Ladies Visiting Committee (LVC), the recently opened Yawkey Center for Outpatient Care has acquired a new shuttle bus.

The shuttle service, which began Feb. 28, provides transportation for patients and their families around the main campus. Wheelchair accessible, the shuttle comfortably seats 15. It will run continuously Monday through Friday, 8:30 am to 4:30 pm, making a 20-minute loop with multiple stops at the Yawkey Center, WACC, the Charles Street/MGH T station, the Cox Building, the Jackson Building and Staniford Street/Charles River Plaza.

"Through the proceeds of our four shops, we were able to give back to the hospital by making a donation to purchase this shuttle for MGH patients," said Mimi McDougal, chairman of the LVC.

The LVC, founded in 1869, is one of the oldest hospital auxiliaries in the United States. Their volunteer members oversee the LVC-retail shops, which include the MGH General Store and Flower Shop, the MGH General Hair Care Center, the Images Boutique and the General Store at the Yawkey Center. ●

Kathy Rehm of the LVC, left, and McDougal

MGH HOTLINE

MGH Leadership Academy introduced

The O'Keeffe Auditorium was filled Feb. 23 as managers and supervisors from throughout the hospital gathered for the launch of the MGH Leadership Academy – a new program to help managers refine their skills to become even more successful leaders.

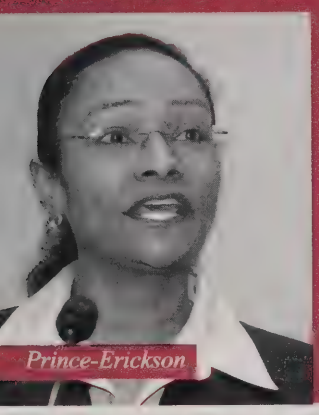
Carlyene Prince-Erickson, director of Employee Education and Leadership Development, gave an overview of the Academy, giving details about the curriculum and the foundation or "pillars" of the program, which includes People Management, Process Management, Financial Management, Communications Management and Leadership. The curriculum will be offered through a "blended learning" model that features classes taught in the classroom, seminars, online learning, project-based experiences and a journal/book club.

"Through the research we conducted, we found that people learn in different ways, and managers in particular have limited time for their own education," said Prince-Erickson. "So, by offering our classes through different mediums, we hope to meet the needs of everyone."

Trish Gibbons, DNSc, RN, associate chief for the Center for Clinical and Professional Development and a member of the seven-person Leadership Academy Steering Committee, gave a demonstration of the Academy's e-learning program called ManageMentor PLUS that is offered in partnership with Harvard Business School Publishing. Using interactive scenarios and self-testing, the online program covers a variety of topics such as budgeting, strategic planning, time management, employee relations and goal setting.

In addition, the Academy will offer a new classroom to be located in the Training and Workforce Development Suite at 100 Charles River Plaza, second floor. A leadership library also is being created as another resource for managers.

For more information about the Leadership Academy, visit *www.massgeneral.org/leadershipacademy*.



Prince-Erickson

— Leadership meeting

(Continued from Page 1)

thanks to the hard work of our physicians, nurses, other health care professionals, managers and staff," said Peter L. Slavin, MD, president of the MGH. "The MGH has high aspirations, however, to accomplish a great deal – such as completing the Yawkey Center and the new research building, all of which require us to meet our operating margin target to generate the capital needed. By taking some measured steps, we can better manage these troublesome trends that are affecting our operating margin. This institution always responds to any challenge we have faced in the past, and I'm sure that we can overcome this challenge as well." ●

Remembering David Brudnoy

More than 1,000 family members, friends, colleagues, listeners and caregivers gathered Feb. 27 at Emerson's Cutler Majestic Theatre to pay tribute to David Brudnoy. The WBZ radio talk show host, college professor, film critic and writer, who had battled – and defeated – AIDS for more than 10 years, died Dec. 9 at the MGH of a rare form of skin cancer called Merkel cell carcinoma.

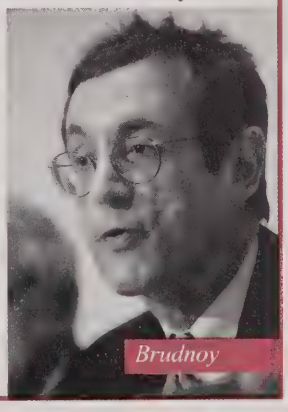
Greg Robbins, MD, of the MGH Infectious Disease Division, who was one of a team of doctors who cared for Brudnoy, spoke at the testimonial event, telling the audience that his patient didn't hide from his HIV, and more important, he never let HIV define him.

"In most ways, David was an exemplary patient," Robbins said. "He faced the grim realities of his disease by arming himself with facts and by sharing his knowledge and convincing many of his HIV-positive listeners, friends, co-workers and students to seek medical care."

Robbins added jokingly that in other ways Brudnoy was a "horrible patient," saying that his routine visits often created scheduling gridlock. "During medical visits, David would draw me into lengthy discussions of politics and national affairs, HIV, my own research, my two boys; and he would, of course, provide me with a list of must-see movies – all in his uniquely inquisitive and wry way."

In 1994, Brudnoy established the David Brudnoy Fund for AIDS Research, part of a broad-based initiative at the MGH to raise $10 million for AIDS programs. The Brudnoy Fund is used locally and will also be used in AIDS-stricken areas like Durban, South Africa, where the MGH has helped establish a state-of-the-art HIV clinical and research center.

"David taught us that everyone is capable of making a positive difference in someone else's life, as he did for so many," Robbins said. "The David Brudnoy Fund is carrying on the legacy of this truly amazing man."



Brudnoy

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MGH HOTLINE

WHAT'S HAPPENING

EAP seminar

The Employee Assistance Program (EAP) will sponsor "Come Get the Skinny on Popular Diets" March 17, from noon to 1 pm in the Wellman Conference Room. Suzanne Landry, MS, RD, of the MGH Ambulatory Nutritional Services, will review the pros and cons of the popular low carbohydrate diets. For more information, call (617) 726-6976 or visit *www.eap.partners.org*.

Talamo lectureship

MassGeneral Hospital for Children will sponsor the 15th Richard C. Talamo Lectureship April 28 at 5 pm in the Meltzer Auditorium at the Massachusetts Eye and Ear Infirmary. Guest speakers will include Robert Langer, ScD, of MIT, and George Q. Daley, MD, PhD, associate professor of Biological Chemistry and Molecular Pharmacology at Harvard Medical School. A reception will follow. For more information, call Diana Minasian at (617) 726-5576.

Boston Stroke Society

The Boston Stroke Society will sponsor a mini-symposium "The Venous System and Brain Ischemia," March 16 at 7:20 pm in the Wellman Conference Room. Kai Frerichs, MD, of MGH Neurosurgery, will be the moderator. Featured speakers will include Ferdinando S. Buonano, MD, of MGH Neurology; and Paul H. Chapman, MD, and Christopher S. Ogilvy, MD, both of MGH Neurosurgery. Dinner is $20 for staff, $10 for residents and fellows at 6:30 pm. Reservations must be made by March 11. To make a reservation, send e-mail to Robert Ackerman, MD, at *rackerman@partners.org*.

National Patient Safety Awareness Week

In recognition of National Patient Safety Awareness Week March 6 through 12, the MGH will host an information table March 9 from 11 am to 1 pm in the Main Corridor. A short video will be presented. For more information, call Katie Farraher at (617) 726-4709.

CRP seminar

The Partners Human Research Quality Improvement (QI) Program will sponsor a Clinical Research Program (CRP) seminar series "QI Program's Top 10 List – Corrective and Preventive Actions" March 9, from noon to 1 pm in the Wellman Conference Room. Delia Wolf, MD, director of the Partners QI Program, will present the top 10 violations the QI staff identified during their on-site evaluation and consultation. This lecture qualifies for 1.2 contact hours for registered nurses. Lunch will be served. To make a reservation, call the CRP reservation line at (617) 726-1669. For more information, call (617) 724-2900.

Nursing career expo

MGH Patient Care Services Human Resources will host a Nursing Career Expo March 13, from noon to 3 pm in the North and East Garden Dining Rooms. This is intended for those interested in learning about and interviewing for staff nurse (new graduate and experienced), clinical nurse specialist and nurse manager opportunities. For more information, send e-mail to Sarah Welch at *shwelch@partners.org* or call (617) 726-5593.

Name and logo contest

The Partners' Signature Initiative Team #2 invites MGH employees to participate in a name and logo contest for the new Partners patient safety newsletter. The quarterly newsletter will be distributed to all department heads for posting. Winning submissions for the newsletter name, logo or both will receive a $200 Amazon.com gift certificate. Entries must be submitted by March 31. Send entries to Elisabeth Gilman at *egilman@partners.org* or fax to (781) 433-3667.

Pam Ellis Awards

Nominations now are being accepted for the 2005 Pamela J. Ellis Memorial Secretarial Award, established in memory of Pamela J. Ellis, who served as an executive secretary at the MGH from 1992 to 1996. Ellis was known for her remarkable performance and work values during her tenure.

The $1,000 award will be presented to an MGH employee who exhibits similar outstanding qualities in their work. All clerical support staff are eligible and any employee may provide a nomination.

The nomination forms are available at *http://is.partners.org/hr/New_Web/mgh/Pamelajellis2003.htm*. All nominations are due by 3 pm March 17 and may be dropped off in person, or sent through interoffice mail to Pamela J. Ellis awards, MGH Human Resources, Clinics 117, or sent by e-mail to *ibridge@partners.org*.

For more information, visit *http://is.partners.org/hr/ibridge/mgh/mghhome.html* or call Jennifer Mitchell at (617) 724-1001.

Submit news tips and story ideas to the *MGH Hotline*

Contact Victoria Brady, editor, at (617) 724-6433; or
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Christine Johanson, staff writer at (617) 726-0275;
by fax to (617) 726-7475;
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March 11, 2005

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

ADVANCES

MIND study identifies potential Alzheimer's risk gene

Researchers from the MassGeneral Institute for Neurodegenerative Disorders (MIND) have identified a gene variant that may increase the risk of late-onset Alzheimer's disease. In the March 3 *New England Journal of Medicine,* they reported that specific changes in the gene for a protein called ubiquilin-1 are associated with an increased incidence of Alzheimer's in two large study samples. The discovery could lead to improved understanding of the disease mechanism and a new target for the development of preventive and treatment strategies.

"We believe this variant moderately but significantly raises the risk of Alzheimer's disease," says Lars Bertram, MD, of the Genetics and Aging Unit at MIND and lead author of the study. "We now have to pinpoint the biological defects that accompany this finding, which also needs to be independently replicated in other Alzheimer's sample groups."

Mutations that raise the risk of Alzheimer's have been found in four genes. Three of these cause rare, inherited, early-onset forms of the devastating disorder, and only one has been associated with the more common late-onset form. Ubiquilin-1 is known to interact with proteins coded by two of the early-onset genes and is located on part of chromosome 9 previously identified as a potential gene "hotspot." By analyzing sequence variations in ubiquilin-1 genes from members of two large groups of Alzheimer's patients and their siblings, the study confirmed that particular changes in the gene sequence occurred more frequently in Alzheimer's patients. The variant forms also were found to lead to increased production of a shorter form of ubiquilin-1, an overproduction that was even more pronounced in the patients.

"Now we need to figure out what's wrong with too much ubiquilin-1 and with this different form," says Rudolph Tanzi, PhD, director of the Genetics and Aging Unit and senior author of the study. The MGH researchers estimate that the increased risk accompanying these ubiquilin-1 gene variants is less than half that conferred by ApoE4, the other identified late-onset gene.

Be Fit: Human Resources team gets fit for different reasons

Cheryl Coss of MGH Human Resources (HR) doesn't look like she needs to lose weight. At 5 foot 9 inches with a slender frame, Coss looks like she doesn't need to watch the grams of fat, keep track of carbohydrates or monitor her sugar intake in every meal she eats. But Coss takes her eating habits very seriously, not for weight loss or fitness reasons but because she has type 1 diabetes – an illness she has had for 17 years.

Everything Coss eats affects how much insulin she has to self-inject every day, making each meal a carefully calculated event. Taking better control of her diabetes is the main reason Coss joined a new pilot program at the hospital called Be Fit. Sponsored by MGH Nutrition and Food Services and the Clubs at Charles River Park, the program features six teams of employees competing against each other to eat better and exercise for a 12-week period. With the guidance of registered dietitians from MGH Nutrition and Food Services and exercise tips from personal trainers from the Clubs, the ultimate goal of the team participants is to lead healthier lifestyles. Coss is a part of the HR team, which has 20 members competing with Buildings and Grounds, Materials Management, Environmental Services, Nutrition and Food Services and a team of MGHers who belong to the Clubs.

"It's great for me to have access to a nutritionist as part of the program," says Coss. "I've learned more about portion control and balancing different foods. The Be Fit nutrition plan is an ideal diet for diabetics because proper nutrition is so important when you have this illness. Also the camaraderie of our team is great. We all support each other, and it is nice to have the group meetings to remind ourselves to keep on track."

(Continued on Page 2)

Members of the HR Be Fit team

Viva Las Vegas: Giving blood makes everyone a winner

During a season when the hospital's blood supply levels are typically lower, the MGH Blood Donor Center has created an exciting promotion giving employees who donate blood a chance to win big.

To encourage MGH employees and staff to donate, the Blood Donor Center will be offering a chance to win a trip to Las Vegas. The trip includes two roundtrip tickets on Southwest Airlines, two nights at the Imperial Palace and two free tickets to a show at the Riviera. Any MGHer who donates blood during the month of March at the Blood Donor Center or on the MGH Bloodmobile will be entered in the raffle.

The Blood Donor Center also will host "Taste of the Town," which will feature free lunch from area restaurants for blood donors every Friday in March.

For more information about the promotion or to schedule an appointment, call (617) 726-8177.

First MGH Leadership Academy course held

The MGH Leadership Academy – a new program to help managers refine their skills to become even more successful leaders – held its first class, a strategic planning seminar, Feb. 10. Led by Allison Rimm, vice president for Strategic Planning and Information Management, the first class focused on what strategic planning entails. Over the course of the coming year, the course will cover topics such as how to assess an organization's strengths and weaknesses, set goals and develop the planning process. As part of the course, participants will help nonprofit agencies with strategic planning projects.

"This course is a win-win proposition offered to seasoned managers and is intended to further develop their leadership skills," says Rimm. "The community placement will give them the opportunity to hone their planning skills while offering an important service to organizations that serve vulnerable populations."

The academy also offers a classroom located in the Training and Workforce Development Suite at 100 Charles River Plaza, second floor. The room will be configured to facilitate peer-to-peer learning and will be available to managers to reserve for meetings. When the room is not reserved, it will be available for managers to use as a study lounge. A leadership library is being created as another resource for managers.

For more information about the academy, visit *www.massgeneral.org/leadershipacademy.*

Rimm, left, teaches hospital managers about strategic planning.

– Be Fit

(Continued from Page 1)

Susan Horan, manager of the Bulfinch Temporary Service, also has her reasons for joining the program. She took an interest not necessarily to lose weight but to learn more about nutrition and develop a healthy exercise routine to fit her busy schedule. As captain for the HR team, Horan coordinates the team's weekly weigh-ins, gives the team members their weekly workout and Nutralert meal passes, and provides weekly encouragement to the team through e-mail correspondence. So far, the HR team has lost a group total of 31 pounds, consumed 56 Nutralert meals offered in the Eat Street Café and has worked out a combined 191 times – making the team second in the number of trips to the gym.

The HR team has two cheerleaders encouraging them every week. Suzanne Landry, RD, MS, is the registered dietitian who gives weekly tips about topics such as fat intake, portion control and eating healthier foods. Joe Dankese is the team's personal trainer from the Clubs who gives workout advice such as stretching tips, ways to monitor heart rate and exercises to work on specific areas of the body. He also meets individually with team members to give more personalized fitness counseling.

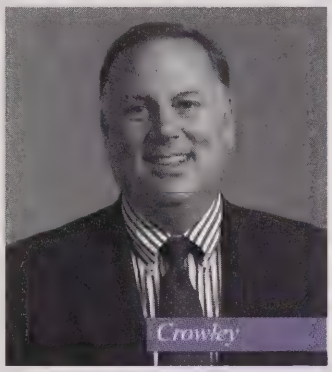
"Our group has done a great job so far," says Horan. "Everyone has developed a greater awareness of proper nutrition and overall fitness. This program provides a central resource of information about how to live a healthier life. And it's inspiring to hear everyone's stories and the progress they are making."

Now in the fifth week of the program, all six teams have lost a total of 425 pounds and have worked out 971 times combined. ●

MGH HOTLINE

William Crowley, MD, receives honor

William F. Crowley, MD, chief of the MGH Reproductive Endocrine Unit and director of the Clinical Research Program (CRP), recently received the Fred Conrad Koch Medal. This award is the highest honor given by the Endocrine Society in recognition of exceptional contributions to endocrinology.


Crowley

Crowley, a leader in endocrinology, has been director of CRP at the MGH since 1996 and has highlighted the need for increased support for translational research. Crowley also has served as chairman of the annual meeting steering committee of the Endocrine Society and chairman and then president of the professional affairs committee. ●

BPHC commissioner visits MGH Charlestown

John Auerbach, commissioner of the Boston Public Health Commission (BPHC), visited the MGH Charlestown HealthCare Center Feb. 16 and presented the Charlestown BPHC Health Status Report to residents of the community. The report analyzed the five major health threats to Charlestown residents – asthma, cancer, maternal/infant care, obesity and substance abuse – and compared the data to the rest of Boston.

Based on data collected, the report found that obesity, lung cancer and substance abuse are areas of concern in Charlestown, while asthma and mother and child well-being data was better than the data for all of Boston. Both the BPHC and the health center are committed to improving the areas of concern with programs targeted to improve the data. Recently, the Charlestown community worked with the health center and the MGH Community Benefits Program to create the Charlestown Substance Abuse Coalition (CSAC) to address the issue of substance abuse.

"The commission asked me to host this year's presentation regarding the health of Charlestown and that shows the ongoing strength of our partnership," says Peggy Carolan, administrative director of the MGH Charlestown HealthCare Center. "It is a sign of the continued commitment of both parties to improve the health of the community."

Auerbach

The event was co-sponsored by Mayor Thomas M. Menino, the BPHC, the Alliance for Community Health and the CSAC. ●

Harvard credit union holds annual board member election

MGH members of the Harvard University Employee Credit Union (HUECU) are encouraged to participate in the 2005 HUECU board member election March 24 from noon to 6 pm at Harvard Law School. Transportation to and from Harvard Law School will be provided for eligible members in addition to a free lunch *(see bus schedule below)*. Members should bring their credit union ID cards.

Hundreds of MGH and Partners employees have enjoyed the benefits of the HUECU for many years. Originally established to serve the financial needs of the employees of Harvard University and Radcliffe College, HUECU's membership now includes the employees and families of 20 hospitals and organizations affiliated with Harvard University. Once employees qualify for membership with the credit union, they have the option of being a member for life. Family members also are eligible to join.

The credit union is owned by its members and is a not-for-profit, cooperative financial institution. Members combine their savings to create a pool of funds from which other members can borrow. Unlike banks, credit unions do not have stockholders. The income earned on loans, investments and fees is returned to members in the form of higher savings rates, lower loan rates and additional products and services. Funds on deposit at a credit union are federally insured by the National Credit Union Association (NCUA), an agency of the US government. The HUECU offers a full array of financial products and services including online banking, e-statements, online bill pay service and online loan applications.

Members of the HUECU's board of directors are all volunteer, and they oversee the credit union's operations. The HUECU's branch office at the MGH is located in Clinics 134 and is open Monday through Friday, 9 am to 4 pm and Thursday, from 8 am to 4 pm. The HUECU ATM locations are on Clinics 1 and at CNY Building 149.

Buses will leave from outside of the Jackson Lobby:

Departs from MGH	Returns to MGH
noon	12:55 pm
1 pm	2 pm
3:30 pm	4:30 pm

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MGH HOTLINE

WHAT'S HAPPENING

Senior HealthWISE seminar
MGH Senior HealthWISE will sponsor "Cataracts: Current Treatment and Technology" March 22, from 11 am to noon in the Walcott Conference Rooms. Nicolleta Flynn-Thompson, of Ophthalmic Consultants of Boston, will discuss what a cataract is, when surgery is necessary and what to know after surgery. This event, for seniors 60 years and older, is free of charge. For more information, call (617) 724-6756.

Mood and Anxiety Disorders seminars
The Mood and Anxiety Disorders Institute Resource Center and Schizophrenia Program at the MGH Department of Psychiatry will sponsor the second annual spring seminar series on mental health and wellness. The seminars will be held Thursday evenings March 17 through May 5 in the O'Keeffe Auditorium. Registration begins at 6:30 pm and the seminars run from 7 to 8 pm. The series is intended for people affected by any of the major psychiatric illnesses and their family, friends and caregivers. The seminars are free and open to the public. For the complete list of seminars, visit *www.moodandanxiety.org*. For more information, call (617) 724-8318.

EAP seminars
The MGH Employee Assistance Program (EAP) will sponsor "Come Get the Skinny on Popular Diets" March 17, from noon to 1 pm in the Wellman Conference Room. Suzanne Landry, RD, MS, of MGH Ambulatory Nutritional Services, will review the pros and cons of popular diets.

The EAP also will host an eldercare discussion group March 15, from noon to 1 pm in the Trustees Conference Room. Barbara Moscowitz, LICSW, an MGH geriatric social worker, will discuss care coordination, legal, estate and medical issues, and caring for oneself while caring for an elder. This group also will meet April 12 and May 10. For more information about either seminar, call (617) 726-6976 or visit *www.eap.partners.org*.

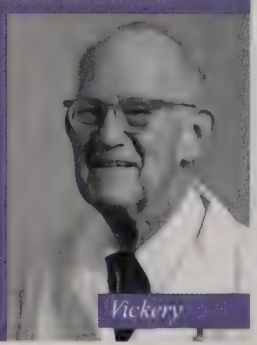
Pamela J. Ellis nominations now being accepted
Nominations now are being accepted for the 2005 Pamela J. Ellis Memorial Secretarial Award. All clerical support staff are eligible, and any employee may provide a nomination. Nomination forms are available online at *http//is.partners.org/hr/New_web/mgh/Pamelajellis2005.htm* or can be picked up at MGH Human Resources offices at the following locations: Employee Access Center, Clinics 117; White 14; 75 Blossom Court; CNY Building 149, seventh floor; and MGH Chelsea, Charlestown, Back Bay and Revere health centers. The nomination forms may be delivered in person or through interoffice mail to the Employee Access Center, Clinics 117, or sent by e-mail to *ibridge@partners.org*. All nominations are due March 17 by 3 pm.

Compassionate Caregiver Award
Nominations for the seventh annual Compassionate Caregiver Award now are being accepted. The Compassionate Caregiver Award, established by the Kenneth B. Schwartz Center in 1999, honors a Massachusetts caregiver who displays extraordinary compassion in caring for patients. Any professional caregiver or team of caregivers working directly with patients in Massachusetts may be nominated. The deadline for nominations is April 15. The winner and finalists will be recognized at the Schwartz Center's annual dinner Nov. 3. For more information, visit *www.TheSchwartzCenter.org*.

Technologist and Allied Health Job Fair
The MGH will host a Technologist and Allied Health Job Fair April 2, from 10 am to 2 pm at the Yawkey Center, second floor. Information for pharmacists, pharmacy technicians, radiation therapists, as well as technologists in 3D imaging, mammography, nuclear medicine and more will be available. Attend special presentations about "PET CT," from 11 am to noon, "Basic Cardiac CT for Technologists," from noon to 1 pm and "Tomosynthesis," from 1 to 2 pm. To register, call (617) 724-3344 or send e-mail to *rsvp@partners.org*. For more information, visit *www.mgh careers.org*.

In memoriam

Austin L. Vickery, MD, of MGH Pathology, died March 2. He joined the MGH in 1949, was a pillar of the MGH Pathology Department for more than 50 years and was recognized worldwide for his work in thyroid, prostate and GI pathology and in other areas of surgical pathology. His colleagues, friends and trainees remember him as a wonderfully wise teacher with a wry sense of humor. With his late wife, Frances, he generously provided funds for an endowed chair of Pathology at the MGH and Harvard Medical School that was named in his honor.


Vickery

Submit news tips and story ideas to the *MGH Hotline*

Contact Victoria Brady, editor, at (617) 724-6433; or
Amy Moquin, assistant editor, at (617) 724-2753;
Christine Johanson, staff writer at (617) 726-0275;
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
100 Charles River Plaza, Suite 600
Boston, MA 02114.
www.massgeneral.org/news/

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March 18, 2005

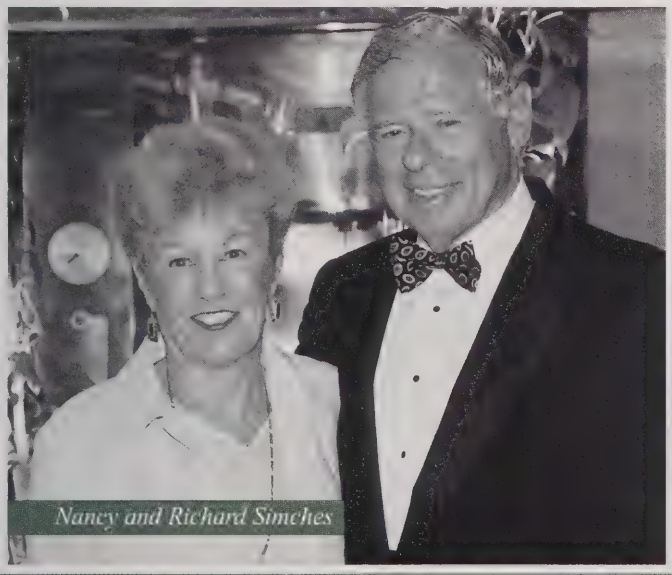
MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

New MGH research center named for generous gift

The legacy of a remarkable person is measured by many standards: the warm memories of loved ones; the impressive collection of career successes; the example set for others. In the case of Richard B. Simches, a legacy already constructed from each of these pieces now will touch the lives of thousands of patients and their families, making an indelible mark on the future of medical research.

Later this spring, the MGH will open the eagerly anticipated research center at Charles River Plaza. Thanks to a generous gift from Simches' wife, Nancy Black Simches, the state-of-the-art facility now will bear her late husband's name: The Richard B. Simches Research Center.



Nancy and Richard Simches

Spanning eight stories on 267,000 square feet, the new building will be home to four thematic centers. The Center for Regenerative Medicine and Technology will concentrate on the use of stem cells to repair or replace damaged tissues and organs. The Center for Computational and Integrative Biology will utilize discoveries in biomedical and computational research to develop new drug therapies. The Center for Human Genetics Research will investigate the genetic roots of disease. And the Center for Systems Biology and Physiologic Genomics will analyze the ways in which the human body's biological and physiological functions work together to affect health and disease. The Simches Center also will provide supplementary space for MGH research in brain tumor study, cancer, pediatric surgery and psychiatry.

The Simches' gift – one of the largest in MGH's history – pays tribute to a man who, even after reaching great heights on the corporate ladder, always put the people around him first. "He was a man of humility," his wife says. "He always had a smile on his face." A Boston native, Simches founded Safety Insurance Company in 1979, building it into the third largest automobile insurer in Massachusetts.

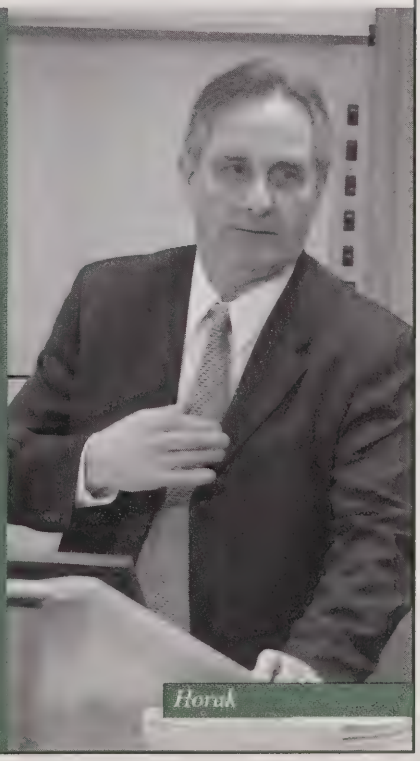
(Continued on Page 3)

IMSuRT receives well-deserved honor

In December 2003, IMSuRT – the International Medical Surgical Response Team – was deployed to Bam, Iran to provide medical assistance to the victims of a devastating earthquake. MGH members of this team, including Susan Briggs, MD, of MGH Surgery and director of IMSuRT, were honored for their valiant efforts by FEMA – the Federal Emergency Management Association – March 11 with a Department of Homeland Security Undersecretary Award. The award is one of only nine Undersecretary Awards presented nationwide for outstanding work in emergency management.

"We are extremely proud to have your team as part of our team," said Ken Horak, regional director of FEMA. "It is my honor to give you this award on behalf of Undersecretary Michael Brown." All members of the team who were deployed to Iran received a certificate for their dedication and hard work.

"We are honored to receive the Undersecretary's Award, and it is a great recognition for the team members who worked under extremely difficult conditions to provide life-saving care to earthquake victims," said Briggs. She also thanked Andrew Warshaw, MD, MGH surgeon-in-chief; Ann Prestipino, senior vice president for Surgical and Anesthesia Services, Cardiac Services and Clinical Business Development; and Jeanette Ives Erickson, RN, MS, senior vice president for Patient Care Services and chief nurse, who were instrumental in helping form the IMSuRT.



Horak

Images receives a makeover

With the completion of the Yawkey Center for Outpatient Care, Images Hair and Skin Care Center – currently located in the Cox corridor – has divided into two locations to better serve patients and staff at the hospital. The new Images Boutique, located on Yawkey 9, carries hats for both pediatric and adult cancer patients, wigs, apparel for women who have had a mastectomy, gloves, scarves, skin care products and jewelry. The boutique is open Monday through Friday, from 8:30 am to 6 pm.

The hair salon in the Cox Corridor, now referred to as the General Hair Care Salon, is still a full-service beauty salon with private rooms for services including hair coloring, eyebrow waxing, manicures and pedicures. The salon is open Monday through Friday, from 9 am to 6 pm. Throughout the month of March, all MGH employees will receive a 20 percent discount on products at the salon.

Images Boutique and the General Hair Care Salon are sponsored by the Ladies Visiting Committee. For more information, call Images Boutique at (617) 643-1122 or the General Hair Care Salon at (617) 726-3211. ●

The new Images Boutique.

Deep-vein thrombosis awareness

Many people may not be aware of the severe impact that a condition called deep-vein thrombosis (DVT) can have in certain patients who are at risk. It is a medical condition that occurs when a blood clot forms in one of the large veins, usually in the lower limbs, leading to either partially or completely blocked circulation. Risk factors triggering DVT may include certain cancers, heart or respiratory diseases, stroke, pregnancy and hospitalization. Symptoms may include tenderness, pain in the leg, swelling and discoloration or redness. If not diagnosed or treated effectively, it may lead to health complications, such as pulmonary embolism (PE) and possibly death. DVT affects up to two million Americans each year.

The MGH Vascular Center is a fully integrated, multispecialty center created to provide comprehensive diagnosis and management of vascular disorders, such as DVT and PE.

In recognition of DVT month, the MGH Vascular Center will host an information table staffed by nurses March 29, from 10 am to 2 pm in the Main Corridor. The center also will sponsor a one-hour DVT symposium March 30, at noon in the O'Keeffe Auditorium. Peter L. Slavin, MD, president of the MGH, will make introductory remarks, followed by keynote speaker, Melanie Bloom, national spokesperson for the DVT Coalition. Bloom is the widow of David Bloom, an NBC reporter who died of PE while covering the war in Iraq. ●

"CalStat spy" named Champion of Champions

Teresa Hartman, RN, who is the hand hygiene champion for the Yawkey Eight Cancer Center Outpatient Infusion Unit, is affectionately known as the "CalStat spy" on her floor. That is the moniker she uses in the clever e-mails she sends to her colleagues to remind them to use CalStat before and after patient contact and to acknowledge and reward staff members for using CalStat. Past e-mails have featured the "Blake 2 Cabana" written to the tune of "Copacabana," a message referring to the recent presidential election and the CalStat Christmas carol. Because of this creativity, Hartman was named the Hand Hygiene Champion of Champions March 9 at a special luncheon for all champions. "Hartman has used her wit, creativity and example to make hand hygiene second nature, as well as fun for everyone on the floor," said Helen Brandt, RN, a colleague who nominated Hartman. Honorable mention honors were given to Brenda Eklund, RN, of Blake 12, and Beth Rooney, team leader of Blake 13 and 14. Brit Nicholson, MD, MGH chief medical officer, attended the luncheon and presented the awards.

In addition to the accolades, the luncheon provided an overview of the first year of the Clean Sweepstakes program – a friendly competition among patient care units to encourage all MGHers to use CalStat to help reduce the rates of hospital-acquired infections and improve patient care. The hospital's compliance rate of hand hygiene has increased for both before and after patient contact and hospital-acquired infection rates are decreasing.

"This luncheon is to celebrate the hard work and dedication of the hand hygiene champions for making this program a success and raising awareness about hand hygiene compliance," said Rosemary O'Malley, RN, of the STOP – Stop the Transmission of Pathogens – task force.

Front row, from left, Rooney, Hartman and Eklund, with STOP task force members.

Surgery at sea: MGHers reflect on Project HOPE mission

The lives of 42 MGHers were changed in January when they boarded the Navy hospital ship USNS Mercy as part of the Project HOPE relief mission and began helping the countless victims of the tsunami disaster, which devastated parts of Southern Asia Dec. 26. Now that they are back on solid ground, Jane Kimbrough, RN, of the MGH PACU, and Rob Sheridan, MD, of the MGH Burn and Trauma Services, shared their experiences of life at sea and going ashore to help people in desperate need.

On the ship, Kimbrough worked in the ICU/PACU with nurses from around the world. "In the beginning, everyone was talking about how their home hospitals did things differently," says Kimbrough. "After a couple of days, we were like a well-oiled machine, and it felt like we'd always worked together."

During Sheridan's weeks aboard the ship, he saw an interesting mix of cases in the operating room, ranging from hernia repairs and cholecystectomies to amputations and burn reconstructions. He also received e-mail advice from MGH physicians that helped him do a chest operation for an infectious complication of pneumonia and a muscle rotation flap to cover an infected open leg fracture. The two operating rooms were used seven days a week, 12 hours a day. Overall, 125 surgical cases were performed.

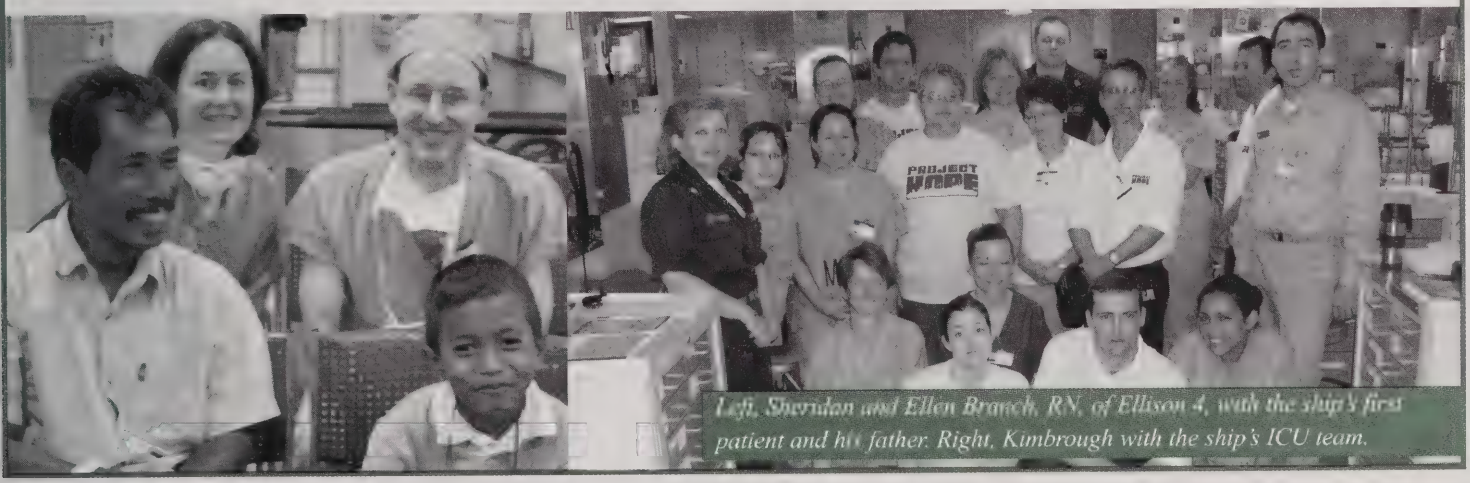
While the majority of time was spent on the ship, both Kimbrough and Sheridan were able to go ashore to Banda Aceh to assist in the medical facilities on land. Kimbrough assisted in the wards, while Sheridan screened surgical cases in field hospitals. Both described their frustration at not being able to help patients because of the lack of supplies – problems that could have been easily solved back in the United States.

Kimbrough and Sheridan were inspired by the people cared for. "The people there were remarkable," says Kimbrough. "Some have lost everything and everyone, yet they are the warmest, kindest people. They would hug us a lot and want their pictures taken with us too."

Sheridan adds, "I was surprised at how easy it was to form a bond with the patients and their families." He still keeps in touch with one of the patient's extended family members via e-mail. "I feel very fortunate that I was able to participate in this mission," says Sheridan. "And I'm grateful for the support of the hospital, of MGH Surgery and my colleagues for covering for me."

The hospital created the MGH Tsunami Relief Fund in response to the MGH community wanting to help in the relief efforts. The fund is dedicated to the overall relief effort in Banda Aceh, which includes the rebuilding and enhancing of the TB/Pulmonary Ward of the destroyed Banda Aceh University Hospital. To make a contribution, visit *http://is.partners.org/mghintranet/tsunami/index.htm*.

For more details about the MGHers who participated in the Project HOPE mission and their experiences, visit *www.massgeneral.org/projecthope*.



Left, Sheridan and Ellen Branch, RN, of Ellison 4, with the ship's first patient and his father. Right, Kimbrough with the ship's ICU team.

— *New MGH research center named for generous gift*

(Continued from Page 1)

Known as a compassionate and principled boss who cared about his staff, Simches made a point of meeting every person on his payroll – all 500 of them – and committing most of their names to memory. "He was completely dedicated to his dream and to his employees," his wife says.

Simches' respect for the MGH was cemented by the care he received from Tracy T. Batchelor, MD, executive director of the MGH Brain Tumor Center, after he was diagnosed with a brain tumor in the summer of 1998. Always a devoted philanthropist who supported numerous organizations throughout his lifetime, Simches served as a member of the Corporation of the MGH. According to his wife, even in the midst of his difficult medical battle, Simches was able to enjoy months at his home on Cape Cod and to share special occasions with his family, thanks to his treatment at the hospital. He died September 1, 2001. ●

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MGH HOTLINE

WHAT'S HAPPENING

Electronic medication vendor fair
The Electronic Medication Administration Process Project Team at the MGH will sponsor a vendor fair March 21, from 9 am to 7 pm in the Walcott Conference Rooms. This is a drop-in, station-based opportunity for employees from all disciplines to see new medication administration technology. The MGH currently is reviewing software vendors that meet the requirements for an electronic medication administration system and plans to invite several vendors for clinician review. For more information, send e-mail to Rosemary O'Malley at *romalley@partners.org*.

MGH hosts film screening
The Stoeckle Center and the MGH Department of Psychiatry will co-host a screening of the film, "Racing Against the Clock," at a special grand rounds session March 25, from 7:30 to 9 am in the O'Keeffe Auditorium. The film features five women between the ages of 50 and 82, who have overturned the concept that age imposes limits on vitality and athleticism. Before the film presentation, Anne Alonso, PhD, of the Endowment for the Advancement of Psychotherapy, will present the film's director, Bill Hanley, with the MGH-Harvard Medical School of Humanitarian Award. As part of the Stoeckle Center seminar series, a video of the movie and free breakfast will be made available to off-site practices. CME credits also will be available. This event is open to the public. For more information, call Pat Gavin at (617) 726-1218 or send e-mail to Helen Riess, MD at *hriess@partners.org*.

Applications for ECOR Innovation Awards
Applications now are being accepted for the 2005 Executive Committee on Research (ECOR) Innovation Awards. These awards are designated as one-time funding opportunities. Seven or more award proposals will be funded, each at $50,000 to $100,000. Investigators who hold an MGH staff appointment and an academic appointment at the level of instructor or higher are eligible to apply. Interested applicants should prepare a one-page letter of intent, including a title, a brief description of the project, a listing of researchers expected to benefit and an estimate of the total cost with budget justification. Letters should be submitted no later than April 4 at 5 pm by mail or e-mail to Kristin Bray. For more information, visit *www.massgeneral.org/ecor/index.html* or send e-mail to *ecor@partners.org*.

EAP benefit dinner
The Endowment for the Advancement of Psychotherapy (EAP), the MGH and Harvard Medical School will sponsor an annual benefit dinner April 3 at 6 pm, at the Fairmont Copley Plaza Hotel. It will feature Ry Cooder, musician and Grammy-winning producer for "The Buena Vista Social Club." Tickets are $150. To purchase tickets or for more information, contact Beverly O'Riordan or Anne Alonso, PhD, at (617) 726-6797 or visit *http://www.advancedpsychotherapy.com*.

Spring 2005 computer training classes
Partners Information Systems Training has released the spring computer workshop training schedule for Microsoft Office 2000 applications. All classes will be held at MGH Training and Workforce Development, 100 Charles River Plaza. For more information, visit *http://is.partners.org/training* or call (617) 724-1240.

Learning about matters of the heart

Jack Adduci *(below)* listens to his own heartbeat with the assistance of Christine McKinnon, LPN, of the North End Community Health Center. The children of the North End Children's Center learned about the power and function of the heart, listened to their own heartbeats and sang songs about the heart for a Valentine's Day celebration. For more information about the North End Children's Center, call (617) 643-8007.

Submit news tips and story ideas to the *MGH Hotline*

Contact Victoria Brady, editor, at (617) 724-6433; or
Amy Moquin, assistant editor, at (617) 724-2753;
Christine Johanson, staff writer at (617) 726-0275;
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
100 Charles River Plaza, Suite 600
Boston, MA 02114.
www.massgeneral.org/news/

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(617) 726-2206

March 25, 2005

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Be Fit: Materials Management gets motivated

Joe Panzera of Patient Transport in MGH Materials Management is a motivator. As the team leader of the Materials Management team in the Be Fit program – the 12-week nutrition and fitness pilot program sponsored by MGH Nutrition and Food Services and the Clubs at Charles River Park – Panzera has worked hard to help educate and lead his team to a healthier life. His team is competing with Buildings and Grounds, Environmental Services, Human Resources, Nutrition and Food Services, and a team of MGHers who belong to the Clubs.

Panzera, back row, second from right, and his team.

Panzera, who has diabetes, was already a part of the MGH Look Ahead program – a 12-year study of diabetics – when he was asked to lead the Materials Management team. The Look Ahead program has given Panzera the knowledge about nutrition and exercise to lead his 15-member team to success. To date, his team has lost approximately four pounds per person.

Each week, Panzera gives his team a handout he creates to educate them on topics such as how to overcome negative thoughts, cues that can cause one to eat, understanding the need for exercise and setting reasonable goals.

Panzera's motivation has caught on throughout the department, and many of his team members now are taking the stairs and walking outside to get extra exercise. His enthusiasm also has reached outside the MGH as his team members have managed to get family members and friends involved.

"Some of us are looking for that magic bullet that will help us to lose weight and keep it off," says Panzera. "The Be Fit program has given people the right information about how to start living a healthy life. There is no magic bullet. If I want to lead a healthy life, it is up to me to put in the effort necessary to do it."

At the midpoint of the program, all six teams have lost a total of 519 pounds. ●

Mass. senate president visits MGH

Massachusetts Senate President Robert Travaglini paid a visit to the MGH March 21 to meet with MGH and Partners leaders and to tour areas of the hospital. The senator and members of his staff met with Peter L. Slavin, MD, president of the MGH; David Torchiana, MD, chairman and CEO of the Massachusetts General Physicians Organization; James J. Mongan, MD, president and CEO of Partners HealthCare; Thomas Glynn, PhD, chief operating officer for Partners; Jack Connors, chairman of the Board of Trustees for Partners; and other hospital staff. Sen. Travaglini and his staff then took a tour of the operating rooms and observed a surgical procedure.

"Senate President Travaligni has been a great supporter and friend to the MGH and has taken a courageous leadership position on the emotional and politically charged issue of stem cell research, which is so vital to the biomedical research efforts at the MGH, Harvard and the greater Boston research community," says Torchiana. "It was a real treat for all of us to have him come and spend a few hours at the MGH and learn about some of the challenges we face."

Travaglini, center, donned an MGH lab coat during his visit to the hospital.

What's in a name? A call for titles for the MGH magazine

The MGH has been working with a team from Time, Inc. Strategic Communications to plan and produce a quarterly magazine that will focus on medical innovation, discovery and the path and progress toward the health care of tomorrow. The intended audience includes a broad national mix of physician practitioners and researchers, policy leaders, thought and opinion leaders, venture capitalists, philanthropists, academics and others with an interest in medical frontiers. The magazine will offer high-caliber articles that will showcase medical technology, innovation and health care in a lively, colorful and compelling style. With a target date of September for the first issue, the magazine is yet to be named.

While some names are under discussion, none have emerged as a clear front-runner. MGHers are invited to submit their creative ideas for a magazine moniker. Below are a few guidelines for the name.

- Try to limit the title to one to three words. Most magazine titles are brief.
- Massachusetts General Hospital or MGH should not be in the name. The hospital will likely be identified in a subtitle or elsewhere.
- Made-up words will be considered. For example, Häagen-Dazs isn't a real person, place or thing – but it now is a common name.
- Latin or Greek words also will be considered.

To enter the naming contest, send the following information to *Hotline@partners.org* or call the MGH Public Affairs Office at (617) 724-6433: Name, department, phone number and title suggestion. The deadline for submissions is April 6. If one of the submissions is chosen as the magazine title, the person who submitted that name will receive a prize from Time, Inc. ●

Barraclough celebrated at reception

A reception was held March 16 in honor of Susan Barraclough, MS, RD, who recently assumed her new leadership role as the director of MGH Nutrition and Food Services.

Barraclough was joined by colleagues who congratulated her on her new role.

Jean Elrick, MD, senior vice president for MGH Administration, left, congratulates Barraclough.

ADVANCES

Anticonvulsant drug may pose greater birth-defect risk

Use of the anticonvulsant drug valproate during pregnancy may carry a greater risk of birth defects than do other antiseizure medications. In the March 22 issue of *Neurology*, researchers from the North American AED (Antiepileptic Drug) Pregnancy Registry at the MGH report that women taking valproate alone had four times greater risk of having a child with a major malformation than did women taking other drugs. "The basic message for women who take valproate is to plan ahead if they want to have children," says Lewis Holmes, MD, chief of the Genetics and Teratology Unit at MassGeneral Hospital for Children, director of the registry and senior author of the report. Discuss the risks with their physician and consider taking alternative drugs."

Valproate is used to treat seizures, migraines and such psychiatric disorders as bipolar disorder. Earlier studies suggested a potential risk of birth defects and primarily neural tube defects such as spina bifida, but none had definitively established the level of risk and the types of malformations that most frequently occur. The current study analyzed information from 149 women who took only valproate while pregnant. Of those 149 women, 16 had infants with major birth defects. Three infants had spina bifida, and a wide variety of malformations was seen in the others, including developmental delays.

"This is the first indication to many neurologists that they should focus on more than the risk of spina bifida with this drug," says Holmes. "The women in our study who had children with spina bifida or other malformations had all taken the dose of folic acid recommended to prevent neural tube defects." The North American AED Pregnancy Registry was established in 1996 and has enrolled more than 4,000 women who took anticonvulsant drugs during pregnancy. It is the largest hospital-based pregnancy registry of any kind. Caitlin Reilly Smith, MPH, of the registry is a co-author of the report.

MGH HOTLINE

A science connection

The MGH East Garden Dining Room was overflowing with science fair projects March 11 as students from the James P. Timility Middle School in Roxbury showcased projects they had been working on since October.

This year, 34 mentors from 20 different MGH departments and labs volunteered their time to meet with students to discuss ideas, perform experiments and work on presentations. More than 30 students participated in this year's Science Fair Mentoring Program – five went on to win awards at the Citywide Regional Science fair.

The science fair is a culmination of efforts of the MGH/Timilty Partnership, organized by MGH Community Benefits. Each year, approximately 500 Timilty students from grades six through eight work with MGH mentors who help their young apprentices create their projects.

The MGH/Timilty Partnership's Science Connection Program is funded by a grant from the Howard Hughes Medical Institute's Pre-College Science Education Program and the MGH Community Benefit Program.

MGHers volunteer their time as mentors from October through February. For more information about the MGH/Timilty Partnership, call (617) 724-3210. ●

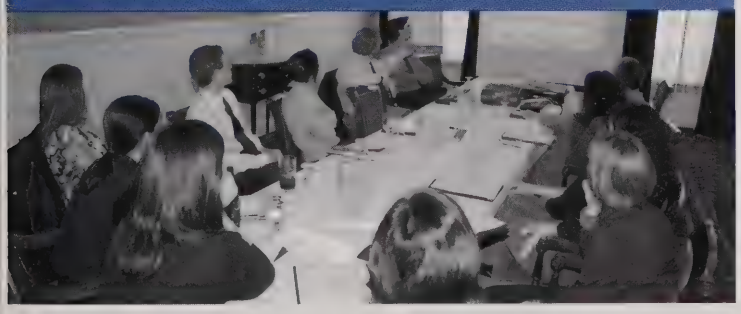
Timilty student Kathleen St. Fleur (left) and her mentor Caroline Benn of MGH Neurology

Neither rain nor sleet nor snow...

Another winter snowstorm March 1 didn't keep nearly 300 house staff physicians from attending the ninth annual Partners HealthCare House Staff Core Curriculum Retreat. The two-day event had a record turnout. Hosted by Debra Weinstein, MD, Partners vice president and director of Graduate Medical Education (GME), and Jo Shapiro, MD, associate director of GME, the retreat included breakout sessions led by 25 Harvard Medical School faculty.

This year's retreat featured Don Berwick, president of the Institute for Healthcare Improvement, as the guest speaker. Breakout sessions focused on a variety of topics including "Giving Patients Bad News," "Leadership in Medicine" and "Medical Mistakes."

The annual event provides interns and first-year residents from all specialties and all Partners hospitals a chance to discuss these important topics together and interact with faculty from across the Partners system.



Countdown to paperless purchasing

April 4 marks the deadline for the hospital's purchasing system to go entirely paperless with the new eBuy online requisitioning system. So far, the 1,100 MGHers who have been granted system access are averaging more than 1,600 requisitions weekly through the PeopleSoft E-Procurement system. "We are very pleased with the early results of the eBuy rollout at the MGH," says Ed Raeke, director of MGH Materials Management. "While there have been some anticipated growing pains associated with a new system learning curve, the feedback has been largely positive. Every week we have seen a growth in both the number of users and requisitions, which is a good sign that we are rapidly moving toward our goal of becoming paperless by April 4."

Classroom training sessions and web-based training on the eBuy system continue to be available. Below is the process for getting access to the eBuy system.

1) Complete a requestor login form located at:
http://intranet.partners.org/MM/ebuy_login_form.pdf.
2) Then, sign up for a classroom session at:
http://intranet.partners.org/MM/ebuy_mgh_training.asp.

MGHers also have the option of completing the web-based training by visiting: *http://intranet.partners.org/MM/ebuy_wbt.asp.*

Once both of the forms have been filled out and submitted and training – either classroom or web-based – has been completed, access to the system will be granted within 48 hours. Access will be confirmed via e-mail. Users then can log onto PeopleSoft and select "PeopleSoft FIN Production" under "available resources." If access is still denied after 48 hours, send e-mail to *ebuy@partners.org*. A support team will be onsite to address problems and issues through April 1.

For more information about the eBuy system, call (617) 726-3686. ●

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MGH HOTLINE

WHAT'S HAPPENING

MGH Perioperative Nursing training program

There will be an information session about the MGH Perioperative Nursing training program March 29, from 1:30 to 5 pm in the Sweet Room, Gray-Bigelow 432. There will be opportunities to meet with Human Resources representatives and Operating Room (OR) staff and to tour the OR. This information session is for registered nurses with experience in an acute care setting. The program will begin June 2005. For more information, call Michele Andrews at (617) 724-6052.

Ethics forum

The MGH Ethics Task Force will sponsor an ethics forum "Life's End: Faith Perspectives in Caring for the Dying" April 8, from noon to 1:30 pm in the Sweet Room, Gray-Bigelow 432. The interactive discussion will feature multiple panelists representing the Church of Jesus Christ of Latter-day Saints, Muslim, Jewish, Buddhist, Protestant and Catholic perspectives. Gayle Peterson, RN, staff nurse on Ellison 21 and co-chair of the Ethics in Clinical Practice Committee; Marion Parker, RN, staff nurse on Ellison 20, and Keith Perleberg, RN, nurse manager for Ellison 20 and 21, will moderate the forum. For more information, send e-mail to *erobinson1@partners.org*.

OB/GYN patient safety program

The MGH Vincent Obstetrics and Gynecology Service will sponsor a program "Patient Safety and Advances in Obstetrics and Gynecology" April 2, from 7:30 am to 2 pm. The program will feature keynote speaker Lieutenant General Kevin Kiley, MD, the U.S. Army Surgeon General. The panel discussion will include topics about prenatal diagnosis, female pelvic malignancy and infertility. To register, send e-mail to *smcgrail@partners.org*.

Allied Health and Technologist job fair

MGH Human Resources will sponsor the Allied Health and Technologist job fair April 2, from 10 am to 2 pm at the Yawkey Center, second floor. Special presentations will be offered, and participants can meet with department representatives. To register, send e-mail to *rsvp@partners.org* or call (617) 724-3344. For more information, visit *www.mghcareers.org*.

Treatment of eating disorders symposium

The Neuroendocrine Unit and the Harvard Eating Disorders Center of the MGH will sponsor a symposium "Multidisciplinary Treatment of Eating Disorders in Adolescents and Adults" April 11, from 9 am to 12:30 pm in the O'Keeffe Auditorium. Registration and breakfast will be held from 8 to 9 am. To register, send e-mail to *jglipman@partners.org* or call (617) 726-1457 by March 29.

Leadership Academy course

The MGH Leadership Academy will offer a course about strategic leadership April 13, from 1 to 2:30 pm at the Training and Workforce Development Office at 100 Charles River Plaza. The course will cover proven leadership styles, strategies and characteristics of successful leaders. It is open to all Leadership Academy members and will be led by Bonnie Michelman, director of MGH Police and Security. To register, send e-mail to *mghleadership academy@partners.org*. For more information, visit *www.massgeneral.org/leadershipacademy*.

Cardiovascular program

The MGH Cardiovascular Research Center (CVRC) will sponsor a cardiovascular program "Islet-1 cardiac progenitors in development and disease" April 11, from 4 to 5 pm at Brigham and Women's Hospital. The seminar will feature Kenneth R. Chien, MD, PhD, new director of the CVRC. For more information, send e-mail to *jdwoods@partners.org* or call (617) 724-8256.

MGHC dinner

MassGeneral Hospital for Children (MGHC) invites MGHers to attend a dinner for the Baby John Fund of Lexington April 7, from 6:30 to 10:30 pm at the Museum of Science. The event will feature a buffet dinner and live and silent auctions. Tickets are $100 per person. The Baby John Fund has been assisting families at MGHC by providing meals, lodging, parking, gas cards, MBTA passes and telephone cards. For more information, call (781) 861-7100 or send e-mail to *dhogan@babyjohnfund.org*.

IN GENERAL

Chin Hur, MD, MPH, of the MGH Gastrointestinal Unit, recently was awarded a medical research grant from the American Society for Gastrointestinal Endoscopy (ASGE) and the ASGE Foundation. The MGH was among 11 grant recipient institutions out of the 31 applicants reviewed by ASGE Research Committee for research project funding.

Kimberly Kelly, PhD, of MGH Radiology, and **Sarah Thayer, PhD,** of MGH Surgery, were each awarded a grant by the Lustgarten Foundation for Pancreatic Cancer Research. A total of seven grants were awarded to talented researchers at major cancer institutions to provide them with resources to explore ways to improve the diagnosis, treatment, cure and prevention of pancreatic cancer.

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Christine Johanson, staff writer at (617) 726-0275;
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
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April 1, 2005

MGH HOTLINE

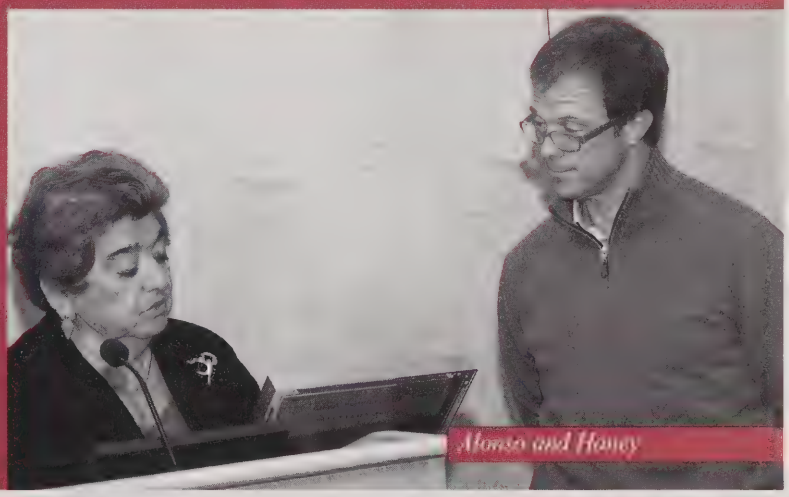
A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Grand rounds features special film screening

The MGH Department of Psychiatry, the Stoeckle Center and the Endowment for the Advancement of Psychotherapy (EAP) co-hosted a screening of the independent film "Racing Against the Clock" as part of a special grand rounds March 25 in the O'Keeffe Auditorium. The film was shown to a packed audience of physicians, nurses, mental health professionals and the public. Directed by local filmmaker Bill Haney, the film features five women between the ages of 50 and 82, who have overturned the concept that age imposes limits on vitality and athleticism. Each woman in the film overcame a significant physical or emotional obstacle – cancer, depression, poverty and war exile – and went on to compete in track and field events, breaking records and inspiring others.

For clinicians, the film challenges the preconceptions about what patients are capable of and illustrates how caregivers can encourage older people by giving them hope and connection.

During the grand rounds, Helen Riess, MD, director of education for psychotherapy supervision, introduced Haney, and Anne Alonso, PhD, founder of the EAP, presented him with the MGH-Harvard Medical School Humanitarian Award. Haney has dedicated his career to making movies about the environment, human rights and the human spirit.



Alonso and Haney

HIPAA training for electronic information

In 2002, the Health Insurance Portability and Accountability Act (HIPAA) was introduced as the first-ever comprehensive federal regulation that gives patients sweeping protections over the privacy of their medical records and information.

While the MGH since then has conducted ongoing education about protecting patient privacy, the hospital now must meet additional HIPAA regulations that specifically address electronic information security.

The additional security safeguards outlined by the HIPAA regulations require that the hospital meet the following:

- Employees can access and utilize patient data only as absolutely necessary to do their jobs. The hospital must ensure the confidentiality, integrity and availability of all electronic protected health information (EPHI) that is created, received, maintained or transmitted.
- The hospital must protect against any reasonably anticipated threats or hazards to the security or integrity of such information. Examples include obeying the rules of access management, avoiding downloading compromised software and backing up patient data files.
- The hospital must protect against any reasonably anticipated uses or disclosures of such information that are not permitted or required by the privacy regulations. Examples include securing passwords, locking workstations when not in use, following fax and e-mail guidelines, and disposing of EPHI by shredding.
- The hospital must ensure compliance by the workforce – making sure that all employees understand and follow the new policies associated with ensuring security of EPHI. The policies can be accessed on the HIPAA website at *http://is.partners.org/mghintranet/hipaa/*.

Every year, MGH employees renew their commitment to privacy education and policies when signing the confidentiality agreement as part of the performance appraisal process. At review time, managers should discuss the privacy, confidentiality and security issues that the employee will face and the expectations about how such issues should be handled. Effective immediately, the review should include discussion of these new security standards and the administrative, technical and physical ways that the hospital protects patient information.

Managers do not need to enter a training date separately into PeopleSoft to meet compliance. A notation in the performance appraisal will be the record for compliance reporting.

(Continued on Page 3)

MGH program receives donation from world-class antique show

Each year antique admirers travel to Boston to attend one of the premier antique shows in the country – the Ellis Antique Show. As participants appreciated fine American and European furniture, ceramics, paintings and other classic treasures, they also support the Boston Health Care for Homeless Program (BHCHP) at the MGH.

> "HOMELESS PATIENTS OFTEN HAVE COMPLEX MEDICAL PROBLEMS, WITH FREQUENT EMERGENCY VISITS AND HOSPITALIZATION."
>
> — JOAN QUINLAN, DIRECTOR OF THE MGH COMMUNITY BENEFIT PROGRAM

This year, the BHCHP at the MGH was the beneficiary of a generous donation of $25,000 from the show. The BHCHP is a citywide program that provides high-quality care to Boston's homeless adults and families at more than 70 shelter and outreach sites throughout the city. The MGH is one of those sites – providing clinics for homeless persons five days a week in the Medical Walk-In Unit. The funds will help pay for an additional day of a physician's time to coordinate the inpatient and emergency care of homeless persons.

"Homeless patients often have complex medical problems, with frequent emergency visits and hospitalization," says Joan Quinlan, director of the MGH Community Benefit Program. "These problems require doctors who can provide continuity and coordination of care and facilitate safe discharge to community settings. We are so grateful to the Ellis Antique Show for helping to make this happen."

Beginning in 1985 with one physician conducting a clinic in the Medical Walk-In Unit two days a week, the MGH homeless team has grown over the past two decades to include daily clinics and active involvement with the MGH's physician-teaching activities on campus and in shelter clinics throughout Boston. Last year, the team had 2,840 encounters with homeless adults in the clinic – a 20 percent increase from the previous year.

The MGH was an original partner of the BHCHP and remains the only private academic medical center working with the program.

Making a difference at the MGH

During the past five years, MGHers have taken advantage of resources available through the Making a Difference grant. The program sponsored by the MGH and the Massachusetts General Physicians Organization (MGPO) offers up to $5,000 in support of employee initiatives to improve the quality of care and service at the hospital for patients, their families and employees. Using creative and compassionate ideas and methods, many individuals and teams of MGHers have seen their ideas put into action through these grants. John Co, MD, MPH, associate director of Pediatric Residency Training, and Scott Dickinson, operations coordinator for White 8 and 10, were two of 21 individuals and groups this year to receive funding to bring their ideas to life.

Co's project "Improving Pediatric Inpatient Experience of Care Through Improving Caregiver Communication Skills" focuses on using touch-screen personal computers – tablet PCs – to administer patient surveys at the time of discharge. Co, a pediatrician at the MGH Revere HealthCare Center and a researcher in quality of care, created the project to fulfill both service and educational needs. Co believes that using a tablet PC allows information to be collected and feedback delivered more efficiently than do traditional paper patient surveys. Co learned from the experiences of Gregg Meyer, MD, medical director of the MGPO, that paper surveys are not ideal for several reasons: low response rates, resources required for data entry and analysis and timeliness of feedback to physicians. After pilot testing, Co hopes to translate the survey into multiple languages to allow greater participation. "This project will enhance real-time feedback from parents to care providers," says Co. "The MGH Family Advisory Committee has endorsed this project and agrees that it provides an excellent opportunity to improve the family-centered care and quality of care we deliver by developing the communication skills of our pediatric residents."

Dickinson is no stranger to the Making a Difference grant program. In 2002, he received a grant to decorate the Emergency Department with scenic photos to make the department more inviting to patients. His current project, "Improving Delirium Care," has focused on reorienting patients suffering from delirium to where they are and what day it is. With the assistance of Susan Kilroy, RN, clinical nurse specialist on White 10, dry-erase boards have been displayed in each patient room on White 8 and 10. Each board features the name of the patient's nurse, the date and other important information the patient might forget. The second phase will include producing brochures that explain what delirium is and how families can help. The final phase will be to install large clocks in each room. "I've noticed a difference for patients in both the Emergency Department and on White 8 and 10," says Dickinson. "The grants have allowed for a more pleasant environment and have helped make the patients more comfortable."

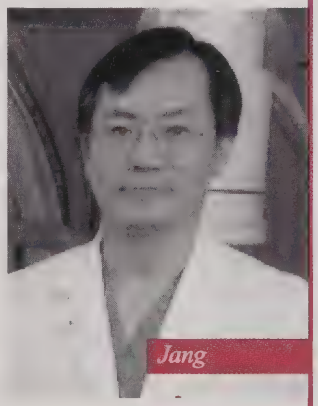
Grant proposals for fiscal year 2006 will be accepted during the summer months. For more information about the grant program, call Melanie Cassamas at (617) 726-1816.

MGH HOTLINE

ADVANCES

Optical technique could be key to helping cardiac patients

A catheter-based imaging technology called optical coherence tomography (OCT), partially developed at the MGH, can successfully identify the characteristics of coronary plaques in patients with various cardiac symptoms. "The ability to identify dangerous plaques before they rupture and produce a heart attack or sudden cardiac death will be crucial to innovative preventive therapies," says Ik-Kyung Jang, MD, PhD, of the MGH Cardiology Division and lead author of the current study, which will appear in the journal *Circulation* and was released online last week.



Jang

Heart attacks and other acute coronary events usually result from the rupture of high-risk, vulnerable plaques in coronary arteries, and the characteristics of those plaques have been identified primarily by autopsy studies. OCT uses infrared light delivered via fiberoptic catheter to produce high-resolution, cross-sectional images of blood vessels. Study co-authors Guillermo Tearney, MD, PhD, of the MGH Pathology Department and the Wellman Center for Photomedicine at the MGH, and Brett Bouma, PhD, also of the Wellman Center, developed the use of OCT to visualize coronary arteries, including vulnerable plaques.

The study showed for the first time that OCT can identify key features of vulnerable plaques, including deposits of fats and a thin cap of fibrous material, in living patients. While more investigation is needed to confirm these findings and better understand the development of plaques, the researchers hope that OCT will someday be able to guide treatment designed to prevent plaque rupture.

Additional MGH co-authors of the study are Briain MacNeill, MD, Masamichi Takano, MD, and Fabian Moselewski, all from MGH Cardiology; Nicusor Iftima, PhD, and Milen Shishkov, PhD, both from the Wellman Center; Stuart Houser, MD, and Thomas Aretz, MD, both from MGH Pathology; and Elkan Halpern, of MGH Radiology.

— HIPAA training

(Continued from Page 1)

Training for employees, contractors and students will include new employee orientation, department training and annual performance reviews, with additional information about security of patient information. Employees also may do self-guided training by reviewing PowerPoint presentations located on the HIPAA website.

Physician training will include brochures to be sent by interoffice mail and by reviewing the PowerPoint presentations. Training for staff in department-based Information Systems roles, including keygivers, will be conducted in sessions to discuss specific safeguards and practices that need to be reviewed and put into place. In addition, MGH Health Information Services will be offering on-going privacy and security alerts via e-mail to raise awareness and meet compliance with this new electronic security regulation.

For more information, contact Tammy Reina, MGH HIPAA security officer, at *treina@partners.org*. Employees may report concerns about privacy, confidentiality or security of patient information as it relates to potential violations of policies, procedures and standards by calling the anonymous MGH Compliance Hotline at (617) 726-1446. ●

MGH scores well in performance review to prepare for JCAHO survey

Since the fall, the MGH has begun preparations for the next survey by the Joint Commission on Accreditation of Healthcare Organizations (JCAHO), which is expected to take place some time in 2006.

The hospitalwide JCAHO operations steering committee recently completed a Periodic Performance Review (PPR) and submitted the results to JCAHO. The PPR is an internal analysis that rates a health care organization's compliance with JCAHO standards and is usually conducted at the midpoint of the accreditation cycle to allow an organization to make improvements.

The results of the MGH's PPR show that the hospital is compliant with 230 JCAHO standards and needs to correct 10 areas rated as noncompliant. Some of the areas that need improvement include pain management, information systems disaster recovery, unsigned verbal orders, use of patient identifiers, critical results reporting and medication reconciliation.

"This self assessment is a valuable tool to help us focus on areas of improvement long before the JCAHO survey actually takes place," says Maryanne Spicer, director of Compliance and chair of the JCAHO operations steering committee. "While only 10 standards scored as noncompliant, the assessment also revealed several areas needing minor improvement or clarification. This internal look at hospital operations is an important opportunity to identify learning needs and policy and practice enhancements in a sufficient amount of time to be well prepared for the actual survey."

For more information about the JCAHO survey, contact Spicer at (617) 726-5109. ●

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MGH HOTLINE

WHAT'S HAPPENING

C. Thomas Griffiths lecture
The C. Thomas Griffiths Lectureship Fund will sponsor a gynecologic oncology lecture April 7 at 6 pm in the Ether Dome. Robert E. Bristow, MD, associate professor and director of the Kelly Gynecologic Oncology Service at Johns Hopkins Hospital and Medical School, will present "Cytoreductive surgery for ovarian cancer: Evolving concepts, techniques and patterns of care." A reception will follow the presentation. For more information, call Jamie Rodriguez at (617) 724-4800.

Child Abuse Prevention month
In recognition of Child Abuse Prevention month in April, the MGH Child Protection Consultation Team will sponsor a series of activities. Surgical grand rounds about shaken baby syndrome will be held April 5, from 7 to 8 am in the O'Keeffe Auditorium, and will be facilitated by Alice Newton, MD, of the Child Protection Consultation Team. Pediatric grand rounds "Silent Victims: Children and Domestic Violence" will be held April 5, from noon to 1 pm in the O'Keeffe Auditorium with Betsy McAllister-Groves, LICSW, director of the Child Witness to Violence Project at Boston Medical Center. An informational table will be available April 6, from 9 am to 3 pm in the Main Corridor. Radiology grand rounds about radiologic evaluation of child abuse will be held April 7, from noon to 1 pm on Founders 2 with Katherine Nimkin, MD, of MGH Radiology. For more information, contact Susan Lipton at (617) 724-0285 or send e-mail to *sjlipton@partners.org*.

Menopause and your health
The MGH Women's Health Coordinating Council will host "Menopause and Your Health" April 13, from 6 to 8:30 pm at Mass General West. Registration is $25, and scholarships are available. For more information, contact Mary Ellen Heike, RN, at (617) 724-8044 or send e-mail to *mheike@partners.org*.

Sexual Assault Awareness month
Joining together to raise awareness of Sexual Assault Awareness month in April, MGH Police and Security, the Employee Assistance Program and HAVEN (Hospitals Helping Abuse and Violence End Now Program) will sponsor an information table April 7, from 11 am to 2 pm in the Main Corridor. For more information, call Alexandra Detjens at (617) 726-7674.

Organ and Tissue Donation Awareness Day
In recognition of Organ and Tissue Donation Awareness Day, the MGH will sponsor an information table and seminar April 25. The information table will be located in the Main Corridor, from 8 am to 5 pm and will feature organ donation brochures and cards, information posters and educational material for clinicians. The seminar "The Power of Giving Life" will be held at noon in the O'Keeffe Auditorium. Organ recipients, donors and their families, and patients on the waiting list for organs will share their experiences.

Boston Neighborhood Fellows Award recipient

Described as a "selfless champion" for women living with HIV and AIDS, Sheila Davis, RN, of the Infectious Disease Division, is one of six recipients of the Boston Neighborhood Fellows Award. The award is given in recognition of creative individuals who strive to make a difference in the communities of the Greater Boston Area. Mayor Thomas Menino presented the awards at a ceremony March 8.

For the past 20 years, Davis has responded to the AIDs epidemic by providing comfort and support to patients in need. By creating a revolutionary treatment information program that is culturally sensitive, she is working to improve the system of care for such patients. Davis also has started her own nonprofit organization, Sibusiso, a Zulu word meaning blessings. Its mission is to improve the lives of people infected and affected by HIV/AIDS within areas of Boston and sub-Saharan Africa who exhibit the greatest need for resources.

Founded in 1991, the Boston Neighborhood Fellows Award program honors six individuals annually and awards each $30,000 for their vital contributions. It is administered by The Philanthropic Initiative, Inc., a nonprofit organization that works with donors to help make a difference in society through strategic philanthropy.

Davis

Submit news tips and story ideas to the *MGH Hotline*

Contact Victoria Brady, editor, at (617) 724-6433; or
Amy Moquin, assistant editor, at (617) 724-2753;
Christine Johanson, staff writer at (617) 726-0275;
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
100 Charles River Plaza, Suite 600
Boston, MA 02114.
www.massgeneral.org/news/

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(617) 726-2206

April 8, 2005

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Out of tragedy comes hope for a little boy

When 17-month-old Fadhil Muammar was discharged from the MGH April 1, he left with a new lease on life – saved not only by the team of MGH and MassGeneral Hospital for Children doctors and nurses who rallied to care for him, but also, ironically, by the December tsunami that devastated so much of his southeast Asian home.

Fadhil Muammar

MGH Emergency Department physician Vicki Noble, MD, was in Banda Aceh, Indonesia, in March with a medical team providing relief in the area through Project HOPE when she met Fadhil and his family. Fadhil had sustained a head wound from the tsunami that had become infected, but it was the abnormal swelling of the baby's abdomen that led his mother to seek out the Project HOPE team. For months, Fadhil's belly had been growing increasingly distended and rigid. Local doctors had given the family various diagnoses and no hope for treatment. Noble determined that the swelling was caused by a mesenchymal hamartoma: a liver tumor that, while benign, was large enough – approximately the size of the toddler's head – to put pressure on Fadhil's internal organs. If left to grow unchecked, it would eventually become life-threatening.

Noble was working on the USNS Mercy, an 800-bed floating Navy hospital equipped to handle the most prevalent health issues among tsunami survivors, such as infections,

(Continued on Page 2)

Research building to be renamed in honor of former MGH president

The hospital's Wellman Building will get a new identity later this month when this important MGH facility is renamed the Samuel and Paula Thier Research Building. The new name will serve as a lasting and fitting tribute to Samuel O. Thier, MD, who led both the MGH and Partners HealthCare, and his wife, Paula. Jack Connors, chairman of the Partners Board of Trustees, and his wife, Eileen, recently pledged $5 million to the MGH to name the facility in honor of the esteemed health care leader.

"Sam Thier is one of the single most influential health care leaders of our time," Connors says. "In the years I have worked with Sam, I have learned a great deal from him, and I admire and respect him tremendously. It is truly gratifying to be able to help salute Sam's far-reaching contributions to health care in this meaningful way."

Thier has served as president of the MGH and president and CEO of Partners HealthCare, sustaining and building on the strength of both institutions through what has been one of the most challenging times in health care. He also is widely recognized as a leader in health care policy both locally and nationally.

Thier came to the MGH in the 1960s as an intern, and later became chief medical

(Continued on Page 3)

Connors, left, with Thier

— Out of tragedy comes hope for a little boy

(Continued from Page 1)

bone fractures and mud aspiration pneumonias. Recognizing the seriousness of Fadhil's condition and the limited resources of the Mercy, she arranged for the boy and his family to travel to Boston for treatment, overcoming a host of logistical hurdles along the way. "I had volunteered with Project HOPE because I wanted to do what I could to help, and Fadhil's case was hard to say no to," Noble explains. "His condition was treatable with access to the right doctors and facilities. His mother had taken him everywhere she could in Indonesia and was absolutely tireless about finding an answer to his illness, even in the face of tremendous adversity. I felt we had a responsibility to care for them."

From left, Noble, Vacanti and Larry Ronan, MD, director of the MGH Durant Fellowship, at a press conference about Fadhil.

On March 19, Fadhil and his parents Miswar and Mahfud Muammar arrived at the MGH. On March 28, MassGeneral Hospital for Children pediatric surgeons Daniel Ryan, MD, and Daniel Doody, MD, removed the tumor and roughly 60 percent of Fadhil's liver in a three-and-a half-hour surgery. "Luckily, the tumor was located on an area of the liver that is resectable," says Joseph Vacanti, MD, chief of Pediatric Surgery at MassGeneral Hospital for Children. "The operation went very well using the tools of modern liver surgery available here." By the next day, he was out of bed, and within five days the little boy was discharged, a full week earlier than expected.

Ryan describes his prognosis as excellent. Within the next two weeks, the family should be able to return home to Indonesia. "It was enormously gratifying to take part in Fadhil's care," Ryan says. "Untreated, the tumor could have ruptured or developed cancerous characteristics, and this little boy would have lived a life of constant pain. Now he has the chance to be just like any other healthy toddler." ●

Leadership meeting focuses on finances, facilities and fitness

Hospital finances were a major focus of a leadership meeting held April 4 in which Katie Hope, MGH budget director, updated managers, supervisors and department heads about the year-to-date financial results for FY '05 and the operating budget schedule and process for FY '06.

While the hospital's financial outlook has improved for March, the year-to-date operating results through February lag behind budget by $8.6 million. Total revenue was behind budget by $20.5 million, with $19.6 million of this unfavorable variance coming from net patient service revenue. Below-budget volume was the major contributor to the unfavorable patient revenue. Favorable total expenses have partially offset this revenue picture, with expenses at $11.9 million under budget through February.

Hope explained that while volume did rebound in March with admissions exceeding budget by 47, year-to-date admissions are still 582 behind budget and 430 below the prior year. Length of stay (LOS) decreased below six days for the second time this fiscal year, averaging 5.91 days in March, but year-to-date LOS of 6.11 days is 0.24 higher than budget.

Hope also outlined the FY'06 budget process that will begin two weeks earlier than in previous years. Managers, supervisors and department heads can begin working on their operating budgets April 11 and must submit their completed budgets by April 29. Training sessions will be held for users of the MGH's online budget system, called SRC, from April 6 to 14. Hope also noted that while the forecast for FY'06 is preliminary, the initial analysis suggests that unavoidable expenses will increase and exceed the projected revenue growth, causing a challenging budget season.

Also at the leadership meeting, Rick Bringhurst, MD, senior vice president for Medical Services and Research Affairs, gave an update about the new Richard B. Simches Research Center, located at Charles River Plaza. Researchers and staff will begin moving into the new building in several phases beginning in May. The center will house four thematic research centers, seven departmental programs, the MGH Clinical Research Program, a conference center, a café and a computer data center.

The leadership meeting concluded with a rousing presentation of the Be Fit program, led by Kate Brill Daley, director of the Clubs at Charles River Park, who got members of the audience on their feet to do lunges and knee bends to illustrate the importance of exercise. The Be Fit program – now in a pilot stage – is a fitness and nutrition program sponsored by the Clubs and MGH Nutrition and Food Services. Jeff Davis, senior vice president of Human Resources, gave an overview of the program, and Lillian Sonnenberg, DSc, RD, senior manager of the MGH Nutrition Center, joined Brill Daley in describing the success of the program and its future course as the pilot stage comes to a close in three weeks and then moves into a second phase.

MGH HOTLINE

Melanie Bloom speaks at MGH

Two years ago, Melanie Bloom lost her husband, NBC reporter David Bloom, while he was covering the war in Iraq. He didn't die from injuries suffered during combat. He died of a pulmonary embolism, a complication arising from deep-vein thrombosis (DVT), a medical condition that occurs when a blood clot forms in one of the large veins, usually in the lower limbs, leading to either partially or completely blocked circulation.

Melanie Bloom spoke about the devastation that DVT had on her family before a hushed and packed audience in the O'Keeffe Auditorium March 30. The national spokesperson for the DVT Coalition, Bloom was the keynote speaker at a symposium about DVT sponsored by the MGH Vascular Center. Other speakers at the one-hour event included Michael Jaff, DO, director of the center, Stephan Wicky, MD, of MGH Radiology, and Christopher Kwolek, MD, of MGH Vascular Surgery.

Bloom and Jaff

— Research building

(Continued from Page 1)

resident and then director of the MGH Renal Unit. He left the MGH for a position at the University of Pennsylvania, followed by an 11-year stint at Yale University School of Medicine, where he was chairman of the Department of Internal Medicine. He served for six years as president of the Institute of Medicine in Washington, and then returned to New England in 1991 to become president of Brandeis University. In 1994, as the MGH and BWH were founding Partners HealthCare, Thier returned to the MGH as president. He became president and CEO of Partners in 1996.

In 2002, Thier stepped down from his leadership role at Partners and came back to the MGH, where he continues to be involved with national health care policy issues.

The building that will bear the Thier name was originally named for Arthur O. and Gullan M. Wellman in recognition of their support for the hospital. Several years ago, the Wellman family graciously endorsed a plan to rename the building should an appropriate opportunity arise. The Wellman family's relationship with the hospital will continue to be reflected in the Wellman Center for Photomedicine.

"Because of the generosity of Jack and Eileen Connors, the Thier name will soon grace an important research facility at the MGH – the place Sam trained, practiced, taught and strengthened," says Peter L. Slavin, MD, president of the MGH. "We are enormously grateful for the Connors' magnificent contribution as well as for Jack's continued leadership and support. It is gratifying and appropriate that the ongoing work in the Thier Building will define and shape the future of medicine, just as the building's namesake has done throughout his extraordinary career." ●

EatWISE, Eat Smart

Eating healthy and making smart choices is hard for many people with so many diet fads being advertised. To help older adults make the right choices, MGH Senior HealthWISE and MGH Nutrition and Food Services teamed up to offer a six-week nutrition education workshop "EatWISE, Eat Smart" at the West End Public Library. Led by Lindy McDonald, a health educator at Senior HealthWISE, and Dana Brennan, RD, LDN, of Nutrition and Food Services, the workshops taught older adults from surrounding communities nutrition topics such as avoiding fats, sodium intake, eating more whole grains, healthy meal planning, cooking techniques and effective grocery shopping.

"With all the mixed information that the media sends about dieting and eating healthy, it can get confusing," says Brennan. "By teaching this course, our goal was to offer straightforward information to help make smart choices a little easier."

Brennan, left, and McDonald

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MGH HOTLINE

WHAT'S HAPPENING

Eldercare discussion group
The MGH Employee Assistance Program (EAP) will sponsor an eldercare discussion group April 12, from noon to 1 pm in the Trustees Conference Room. Barbara Moscowitz, LICSW, an MGH geriatric social worker, will discuss care coordination, legal, estate and medical issues, and caring for oneself while caring for an elder. This group also will meet May 10. For more information, call the EAP at (617) 726-6976 or visit *http://www.eap.partners.org*.

History of Radiation Oncology Department
The MGH Radiation Oncology Department will sponsor the second part of a lecture series about its history from 1896 to 1950 April 12, from 5 to 6 pm in the Ether Dome. Herman D. Suit, MD, DPhil, will present. For more information, contact Julie Finn at (617) 724-1155.

Career development series
MGH Training and Workforce Development will host a series of career development workshops between April 27 and May 17 to inform employees about growing fields in health care. The first session will be held April 27 from noon to 1 pm in Clinics 1 Lower Amphitheater and will highlight the Support Service Employee Grant program, tuition reimbursement and financial aid information. This series is open to all MGH employees. For more information, visit *http://is.partners.org/hr/New_Web/mgh/mgh_training.htm* or call (617) 726-2230.

Nominations for PIE awards
Online nominations for the 2005 Partners in Excellence (PIE) awards will begin April 15 at *http://intranet.partners.org/pie/*. Individuals or teams who consistently go beyond the call of duty in quality treatment and service, leadership and innovation, teamwork, operational efficiency or outstanding community contributions are eligible for nomination. The paper nomination period will begin in August. For more information, send e-mail to Karen Mason at *kmason3@partners.org* or call (617) 724-7994.

Menopause and your health
The MGH Women's Health Coordinating Council will host "Menopause and Your Health" April 13, from 6 to 8:30 pm at MassGeneral West. Registration is $25, and scholarships are available. For more information, contact Mary Ellen Heike, RN, at (617) 724-8044 or send e-mail to *mheike@partners.org*.

Organ and Tissue Donation Awareness Day
In recognition of Organ and Tissue Donation Awareness Day, the MGH will sponsor an information table and seminar April 25. The information table will be located in the Main Corridor, from 8 am to 5 pm and will feature organ donation brochures and cards, information posters and educational material for clinicians. The seminar "Realize the Power of Giving Life" will be held at noon in the O'Keeffe Auditorium. An organ recipient, a donor family and a patient on the organ waiting list will share their experiences.

State House holds public hearing about disparities

Peter L. Slavin, MD, president of the MGH, was first to participate in a day of public testimony before the Commission to Eliminate Racial and Ethnic Health Care Disparities April 4 at the State House. Slavin was invited to testify by the commission because of the leadership role the MGH has played in addressing disparities. Clinicians, health care officials and public health advocates also addressed the commission.

The commission, co-chaired by Sen. Diane Wilkerson and Rep. Peter Koutoujian, was established by the legislature to investigate health disparities in the Commonwealth and to develop legislative and policy initiatives to address them. Joseph Betancourt, MD, MPH, of the MGH Institute for Health Policy and a nationally recognized expert on disparities, also is a member of the commission.

Slavin testifies at commission

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April 15, 2005

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

MGH Voice Center saves voices, changes lives

For MGH patient John Ward, his voice is his livelihood. As a professor of Business Management at Northwestern University in Chicago and a consultant for a leading business school in Switzerland, Ward must speak clearly and project his voice so that his students can hear his sought-after lectures. He also has many public speaking engagements, requiring him to use his voice three to six hours a day. In 2000, his ability to teach and lecture was threatened when his normal speaking voice turned into a raspy whisper. He sought medical care from several well-known specialists in Chicago, but after several years of trying different kinds of therapies and treatments, his voice grew worse. His doctors were baffled. As a last resort, Ward was even teaching his classes in silence – using hand gestures, giving his students handouts and writing on chalkboards.

Finally in the fall of 2002, a colleague of Ward's suggested that he see a renowned voice specialist in Boston – Steven Zeitels, MD, FACS. It was after meeting with Zeitels and undergoing a surgical biopsy that Ward finally learned the cause of his voice problem – he was diagnosed with squamous cell carcinoma or vocal cord cancer. In fact, he had two independent cancers invading each of his vocal cords. This diagnosis was particularly unusual because Ward isn't a smoker. According to Zeitels, this kind of cancer is usually found in vocal cords that are exposed to years of smoking.

From left, Hillman, Ward and Zeitels

Ward was faced with an important decision. He could take the traditional course of treatment for this kind of cancer – which is to undergo radiation therapy. Or, under Zeitels' care, he could try a different course of treatment – a type of surgery that combines two techniques. One cancer would be removed by a traditional technique using a super-pulse carbon dioxide (CO_2) laser as a light scalpel. To preserve more vocal tissue, the second cancer would be treated by means of a pulsed-dye laser (PDL), which usually is used to treat premalignant and vascular laryngeal lesions but had never been used to treat cancer before.

(Continued on Page 2)

MGH Revere gets a taste of the world

Employees from the MGH Revere HealthCare Center had the opportunity to sample foods, desserts and beverages from more than 25 cultures at the Multicultural Food Festival held April 7 at the health center. The types of food and beverages included Cambodian, Irish, Moroccan, Arabic, Spanish, Italian, Jewish, French and many others, with employees contributing all the international treats. The event also featured a lecture by Widad Ayad, an Arabic interpreter at MGH Revere, about Egyptian civilization from ancient times up to the present. The newly formed Diversity Committee at MGH Revere sponsored the event.

"The Multicultural Food Festival was a great success and a perfect kickoff to introduce the Diversity Committee," says Jaye Emar, supervisor of Interpreter Services at MGH Revere and head of the Diversity Committee. "I'd like to thank all the staff members who helped make this a great success."

Members of the MGH Revere Diversity Committee

Be Fit program energizes Environmental Services team

Without the right support and motivation, it can often be hard to stay on track with exercising and eating right. The MGH Environmental Services Be Fit team has not run into this problem because of the advice and support they have received from their personal trainer, Robert Chalukian of the Clubs at Charles River Park, and their nutritionist, Mary-Jon Ludy, MS, RD, of MGH Nutrition and Food Services. The Be Fit program is a 12-week nutrition and fitness pilot program sponsored by Nutrition and Food Services and the Clubs that includes six teams competing with each other for total weight loss.

The Environmental Services team – led by Allan Dolinski and Tom Scalese – is divided into two groups to accommodate the day and evening shifts. The 19 team members have very active personal lives – with 42 children and three grandchildren. Many felt they did not have time to go to a gym to workout. But Chalukian helped change that perception by offering two or three workout sessions each week for group members to attend. He uses a variety of methods such as machines, free weights, medicine/stability balls and other functional apparatus to keep everyone interested and make the program fun. "The group workout sessions are a great way to keep the team motivated and have fun while doing something good for their bodies," says Chalukian.

Ludy has been thoroughly impressed with the progress the team is making in changing their eating habits. Her weekly sessions focus on a different nutrition topic and include demonstrations on reading labels properly and keeping portions under control. Ludy also has noticed that many of her team members are keeping food diaries and reviewing them in meetings to see what they can improve upon. "It's great to see how the team has picked up healthy eating habits," says Ludy. "But it's even better to hear how the team members' families and friends are getting on board."

With only two weeks left in the program, all six teams have lost a total of 617.5 pounds, have worked out at the gym 2,082 times and eaten 683 Nutralert meals.

Members of the Environmental Services Be Fit team.

— MGH Voice Center saves voices, changes lives

(Continued from Page 1)

By using the PDL, the blood supply to the cancer is blocked with non-ionizing radiation but without cauterizing, burning or removing the delicate vocal membranes that vibrate to produce the voice. Using the PDL to treat laryngeal lesions had been developed and perfected through a collaboration between Zeitels and Rox Anderson, MD, director of the Wellman Center of Photomedicine.

After seeking numerous other opinions – at Zeitels' insistence – and thoroughly researching his options, Ward opted for the surgery. "I felt that I was making the right decision," he says. "While there was risk involved with choosing this path, I had complete faith in Dr. Zeitels. This surgery gave me the most promise for my future."

Ward underwent three microsurgeries in the course of several months. Using both techniques, Zeitels and his team were able to successfully remove one cancer with the CO_2 laser and shrink the other cancer with the PDL. An important factor for Ward is that he was able to recover the quality of his voice, and return to teaching his classes and international consulting. Since his last surgery in February 2003, Ward flies to Boston every two months for followup, and he continues to be cancer-free.

Ward's recovery is an example of the work of Zeitels and his colleague Robert E. Hillman, PhD, CCC-SLP, who have brought their expertise to the MGH to establish the MGH Center for Laryngeal Surgery and Voice Rehabilitation. Under the direction of MGH Surgery, the center provides state-of-the-art surgical and medical management of throat disorders that affect the larynx and voice. These conditions include vocal cord cancer, such as Ward's case, vocal cord lesions (dysplasia, polyps, nodules, papilloma), neurological disorders (paralysis) and vocal dysfunction resulting from behavioral causes. With a team of surgeons, speech pathologists and research scientists who have been working together for more than a decade, the center brings to the MGH some of the leading innovations and approaches to medical and surgical management, voice therapy services as well as education in voice science.

"Our group is very pleased to have joined the MGH, and we look forward to sharing our knowledge and expertise in laryngeal and voice disorders," says Zeitels. ●

MGH HOTLINE

Realize the power of giving life through organ donation

According to the United Network for Organ Sharing, currently there are 88,191 candidates on the waiting list for organ transplants. Every 14 minutes another person's name is added to the list who await lifesaving organ transplants, and every day 16 people in the United States die waiting for organ transplants. Jennifer Jackson, a 22-year-old from Vermont, was one of those candidates waiting for a double lung transplant until she died July 18, 2004. She spent approximately two and a half years on the waiting list.

Jackson suffered from a rare, genetically inherited condition that caused her lungs to function like an 80-year-old person. Her last 18 months were spent at Spaulding Rehabilitation Hospital awaiting two new lungs that would have been transplanted at the MGH under the direction of Leo Ginns, MD, director of the MGH Lung Transplant Program.

In November 2002, Jackson's condition became critical, and she was placed within the top 10 on the donor waiting list. Six months later, she was moved to the top five. But there were no matches, and the family began looking for a living donor. "It's very difficult to ask family and close friends to consider being a donor," says Mary Ann Gilbert, Jackson's mother. "And even with a large family, the chance that there is a match is very slim." Unfortunately for Jackson, two donors were not found in time.

Gilbert, who donated bone marrow for her brother when he needed a transplant, hopes to educate others about the importance of organ and tissue donation and the many misconceptions about being a donor.

To better inform and remind people about the importance of organ donation, April has been designated as Organ and Tissue Donation Awareness Month. The hospital will recognize this important month April 25. An information table will be set up in the Main Corridor, from 8 am to 5 pm, and will feature a poster display, organ donation brochures and cards, and educational material for clinicians.

An educational seminar, "Realize the Power of Giving Life," will be held at noon in the O'Keeffe Auditorium and will highlight three perspectives about transplantation. Fredric Frigoletto, MD, chief of the MGH Division of Obstetrics and General Gynecology, will share his own personal transplant experience publicly for the first time; Jane Holtz, a former vice president and administrator at the MGH for 25 years, will share her family's organ donor story; and an MGH patient currently waiting for an organ donation also will put a face to the cause. Opening and closing remarks will be made by Jeanette Ives Erickson, RN, MS, senior vice president for Patient Care Services and chief nurse, and Peter L. Slavin, MD, president of the MGH. ●

Lewandrowski named 2005 Bowditch Award winner

Kent Lewandrowski, MD, associate chief for Clinical Operations in Pathology, was named the recipient of the annual Nathaniel Bowditch Prize. The prize – an award certificate, a lapel pin and a check for $5,000 – was presented last week at a luncheon honoring the nominees.

"Each year it becomes more and more difficult to choose a winner from among the nominees," said Andrew L. Warshaw, MD, surgeon-in-chief, who chaired the Bowditch selection committee.

Lewandrowski was recognized for his leadership of the Clinical Process Improvement Team, through which he has helped identify and implement many innovations that have not only improved patient care across several areas of the hospital, but also have made that care more efficient and cost effective. Robert B. Colvin, MD, chief of Pathology, nominated Lewandrowski for the award.

Peter L. Slavin, MD, president of the MGH, David Torchiana, MD, chairman and CEO of the Massachusetts General Physicians Organization, and Edward Lawrence, chairman of the MGH Board of Trustees, also spoke at the event.

The Bowditch Prize was established by Charles and Nancy Munger through the Alfred C. Munger Foundation to honor Nathaniel Bowditch (1773-1838), a pioneer in celestial navigation. Bowditch's two sons were important figures in the history of the MGH. Nathaniel Ingersoll Bowditch served for several years as a trustee, both as a chairman and vice president, and also was responsible for writing the first volume of the MGH's history. His brother, Henry, was a house officer at the MGH in 1832 and became a leader in the treatment of diseases of the chest.

From left, Torchiana, Lawrence, Lewandrowski, Slavin and Warshaw

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MGH HOTLINE

WHAT'S HAPPENING

Process management course
The MGH Leadership Academy will launch a learning intensive series with a process management course. Classes will be held April 26 and 29 and May 11 from 8:30 am to 12:15 pm. The course combines lecture, case study and small group discussions with practice. The Leadership Academy is open to anyone with supervisory responsibilities as defined by their job codes. To register, send e-mail to *mghleadershipacademy@partners.org*. For more information, visit *www.massgeneral.org/leadershipacademy*.

Clinical Research Day
The Clinical Research program will host Clinical Research Day June 28 beginning at 8:30 am in the O'Keeffe Auditorium. Keynote speaker Jeffrey Drazen, MD, editor-in-chief of the *New England Journal of Medicine*, will address "Lessons in Translational Research: Pharmacogenetics of Asthma and Beyond." There will be presentations of award-winning abstracts and a panel discussion with leaders from academia and industry. The submission deadline for abstracts is April 29. For more information, send e-mail to *crpedu@partners.org* or call (617) 726-1669.

Talamo lectureship
MassGeneral Hospital for Children will sponsor the 15th Richard C. Talamo Lectureship April 28 at 5 pm in the Meltzer Auditorium at Massachusetts Eye and Ear Infirmary. Robert Langer, ScD, a professor at MIT, and George Q. Daley, MD, PhD, associate professor of Biological Chemistry and Molecular Pharmacology at Harvard Medical School, will present. For more information, call Diana Minasian at (617) 726-5576.

Children and Healthcare Week
MassGeneral Hospital for Children will celebrate national Children and Healthcare Week April 26 to 29. To kick off the week, residents will present "Cases from the Wards: Family-Centered Style" April 26 at noon in the Wellman Conference Room. The Family-Centered Care Awards will be held April 27 at 2 pm on Ellison 17. In conjunction with Bring Your Child to Work Day April 29, children visiting the hospital and others may participate in the Children's Health Fair from 9 am to 3 pm under the Bulfinch tents. For more information, call Mary Lou Kelleher at (617) 724-5720.

Free skin cancer screening
MGH Dermatology will sponsor a free skin cancer screening May 17, from 5 to 6:30 pm at the Dermatology Laser Center, 275 Cambridge St. The screenings will be performed by MGH dermatologists and are by appointment only. For more information, call (617) 726-7787.

Community Health Day
The MGH Revere HealthCare Center will celebrate the fifth annual Community Health Day April 26 from noon to 2 pm at the health center. The educational event will have posters on display. Guest speaker Joseph R. Betancourt, MD, co-chair of the MGH Committee on Racial and Ethnic Disparities, will present "Disparities in Health Care and the progress at MGH." To make reservations by April 21, call (781) 485-6062.

***Hotline* correction**
In the April 8 issue of the MGH *Hotline*, the title for Michael Jaff, DO, was listed incorrectly. His correct title is director of Vascular Medicine, Cardiology Division.

New intranet site launched

A new and improved hospitalwide intranet website was launched April 14. The site can be accessed from the MGH homepage (click on "Link to MGH Intranet" in the bottom, right-hand corner) or directly at *www.massgeneral.org/intranet*. The internal-only site is meant to help all employees and staff find the right information at the right time. It includes links to news items, resources, benefits, policies and other sources of information that may be helpful to MGHers. For more information about the intranet or to submit ideas, send e-mail to *hotline@partners.org* or call the MGH Public Affairs Office at (617) 726-2206.

MGH: Simply exceptional

In a new national ranking of exceptional hospitals in the country, the MGH was at the top of the list. The results were published in the March/April issue of *Consumers Digest* as part of an article "Vital Signs: Putting Hospitals to the Test." The list, which ranked BWH second, is based on data collected by the Leapfrog Group – an initiative driven by more than 170 member companies and organizations aiming to improve health care quality, patient safety and customer value.

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April 22, 2005

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Project under way to define and enhance MGH brand

For almost 200 years, the MGH has led New England and the nation in high-quality care, research and education. Even with a name as strong and as recognizable as the MGH, a new era of competitive health care delivery, specialized centers and a sometimes-confusing health care market has made it critical that the hospital invest in one of its most important assets: the MGH "brand." A large-scale initiative currently is under way to define the MGH brand and provide a framework for communicating it in a way that is relevant and meaningful to the hospital's many audiences: patients, physicians, employees, donors and the surrounding community.

What comes to mind when people think of Sears, Disney, Volvo or Starbucks? Is there a certain image, impression or feeling? This is because a brand is a perception that is a result of experiences and information about a company or product. A brand should succinctly communicate the key values and offerings of an organization. Research shows that while the MGH name has considerable recognition in Eastern Massachusetts, the hospital is not well known consistently here and in other parts of the country. The MGH Marketing Department and MGH leadership are focused on enhancing the brand to clearly differentiate the MGH from competitors and communicate the hospital's story to key audiences with one voice.

The branding development process incorporates a number of steps:

- interviews with the MGH leadership team;
- research into the benefits and associations consumers have with the MGH;
- identifying consumers' needs;
- detailed analysis of competitors' images as consumers see them;
- survey of referring physicians; and
- survey of MGH employees.

Every employee plays a critical role in developing the MGH brand. As part of the branding process, it is important that the hospital understands what employees think of the MGH and how they perceive what patients think of the hospital. To get this kind of feedback, the

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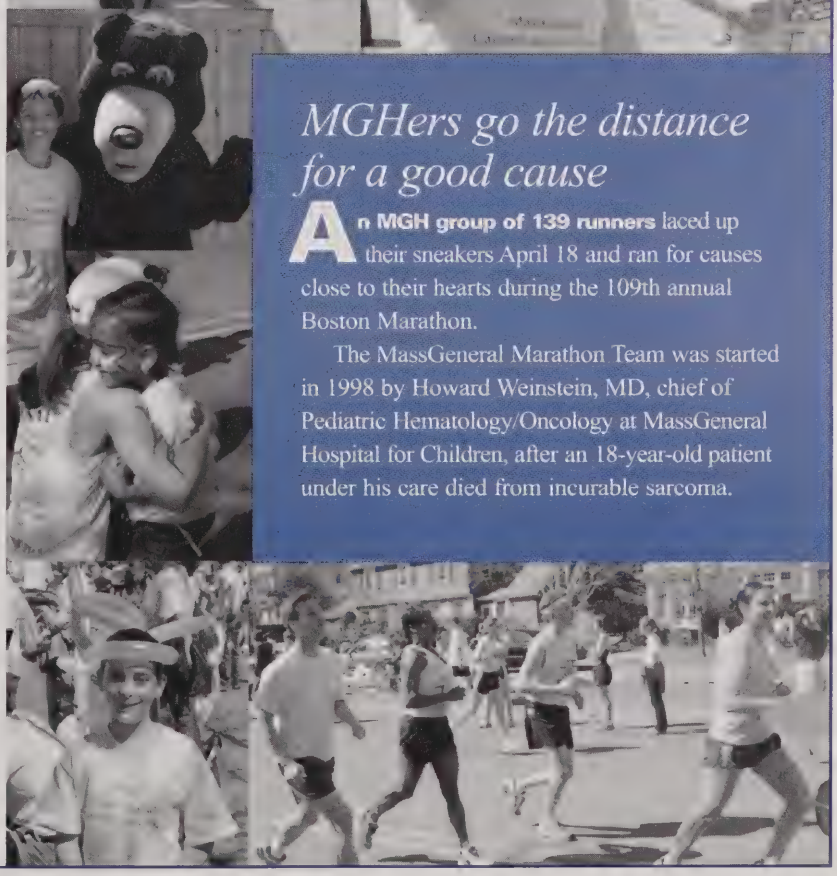
MGHers go the distance for a good cause

An MGH group of 139 runners laced up their sneakers April 18 and ran for causes close to their hearts during the 109th annual Boston Marathon.

The MassGeneral Marathon Team was started in 1998 by Howard Weinstein, MD, chief of Pediatric Hematology/Oncology at MassGeneral Hospital for Children, after an 18-year-old patient under his care died from incurable sarcoma.



Out of tragedy comes hope

Last December's earthquake and subsequent tsunami off the coast of Southeast Asia destroyed homes, vacation resorts, killed more than 200,000 people and left thousands homeless. But in the midst of such tragic events, came hope for a little boy who was injured in the disaster.

Fadhil Muammar, who is only 18-months-old, was being treated on the USNS Navy hospital ship for a head injury sustained from the tsunami when doctors found a tumor on his liver that would have eventually killed him. Soon after the discovery, MGH doctors working with the Project HOPE mission arranged for the young boy to be transferred to Boston for treatment.

"In some ways, the family says the tsunami was one of their greatest blessings," says Vicki Noble, MD, of MGH Emergency Services and one of the Project HOPE volunteers.

Physicians at the MassGeneral Hospital for Children removed the tumor, roughly the size of Fadhil's head, two weeks ago.

Fadhil has recovered from his surgery, and he and his family left Boston April 19 to return to Indonesia where they will move to a refugee camp. Although they will return to a homeland destroyed by the tsunami, the family brings home a healthy son.

Before boarding the plane at Logan Airport, Fadhil's mother called the life-saving surgery a blessing. "Thank God he's very healthy and now he'll be like a normal child."

The surgery was made possible thanks to a generous donation from local businessman Ray Tye. ●

Fadhil with his mother

The Clubs Be Fit team makes a comeback

In week eight of the Be Fit competition, members of the Clubs at Charles River Park team were feeling discouraged. They had lost in each of the three categories of the competition – weight loss, number of workouts and number of Nutralert meals consumed. At that time, with only four more weeks in the competition, the Clubs team was determined to beat the five other groups – Buildings and Grounds, Environmental Services, Materials Management, Human Resources and Nutrition and Food Services – in the hospital's first-ever fitness and nutrition pilot program.

The Clubs team found that staying on track with good nutrition is the toughest part of the competition for them. According to Erin Marley, the team captain, the group members made confessions about what they were really eating at one of their team meetings.

The Clubs team bring (and wear) props for their photo shoot.

"I confessed to the late-night pizzas; someone else said they had ice cream cake for dinner and basically everyone was having a tough time trying to eat healthy," says Marley. "But we all agreed that we were going to step it up the next week. So, we sent e-mails back and forth, encouraging each other to eat better and get to the gym. Be Fit has made us all a lot more conscientious about our food choices but also has given us a support system and the feeling that we're all in this together." That kind of encouragement and support – along with advice from their nutritionist Debra Hollon, MS, RD – worked. By week nine, the Clubs team won in the weight-loss category.

Working out at the gym is the easy part for this team since each of them was a member of the Clubs before the competition had started. But having the support and encouragement of their physical trainer, Pete Reynolds, has made their workout routines even better. "I've been a member ever since the hospital first took the Clubs over in 2001," says Janice Guglielmi, one of the Clubs team members. "I worked out five times a week doing strength training. But it wasn't until I started exercising with the Be Fit program that I could see a change. Working out with Pete's guidance has made a big difference."

Another important component for the team is having fun with the competition. The team jokingly call themselves the gym rats since they spend a lot of time at the Clubs. "We've really jelled as a team," says Guglielmi. "We've all become friends and support each other. We're going to miss this program when it is over."

MGH HOTLINE

Award recognizes MGH Stroke Service

Each year, some 700,000 Americans suffer new or recurrent strokes. Considered independently from other cardiovascular diseases, stroke remains the third leading cause of death in the United States and represents a leading cause of serious, long-term disability. With better systems for prevention and treatment in place, the American population could likely suffer fewer strokes, experience less severe side effects and achieve higher rates of stroke survival. Behind the efforts of neurologist Lee H. Schwamm, MD, and the MGH Acute Stroke Quality Taskforce, the MGH Stroke Service recently was recognized by the American Stroke Association (ASA) for implementation of an acute stroke quality improvement initiative focused on those areas.

On Feb. 3, the ASA recognized the MGH with its first Performance Achievement Award in stroke care for adherence to the quality measures in the organization's new "Get With The Guidelines-Stroke" (GWTG-Stroke) program. To receive the award, 85 percent of all eligible patients discharged from the hospital's stroke service in a calendar quarter must have received seven key interventions that reduce disability and risk of recurrent stroke based on published ASA guidelines.

Schwamm, director of MGH Acute Stroke Services and a member of the ASA National GTWG steering committee, is pleased to see the MGH's efforts around stroke prevention and treatment recognized. "Under Dr. Walter Koroshetz's outstanding leadership, the MGH Stroke Service has worked hard to provide the highest standard of stroke care to the MGH patient population," he says. "This means having systems in place for around-the-clock diagnosis and treatment, superb brain imaging capability and expert neurological evaluation. Rapid and aggressive treatment of stroke can be critical to minimizing injury to the brain and can have a significant positive impact on the overall health of the Boston-area population."

Nationally, Schwamm recently chaired an ASA task force to establish Stroke Systems of Care, which coordinate community and tertiary resources around the prevention, treatment and rehabilitation of stroke. The task force's recommendations were published this month in the journals *Stroke* and *Circulation*, with Schwamm as lead author.

— Project under way to define MGH brand

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Marketing Department soon will be distributing both paper and electronic surveys to all employees. All employees who complete the survey will be eligible to win one of 20 Apple iPods.

"We are extremely interested in understanding our employees' perception about the essence of what the MGH stands for," says Peter L. Slavin, MD, president of the MGH. "Opinions from our staff will be vital in deciding how to communicate the core of our image. I hope everyone will take the time to fill out this survey."

The research is expected to be completed by June 2005. The branding initiative, which will communicate and clarify the MGH identity, should be ready to implement by fall 2005.

"The identity and brand of the MGH are not just abstract concepts," says David Torchiana, MD, chairman and CEO of the Massachusetts General Physicians Organization. "As much as anything, it is a product of what the MGH staff perceive it to be and how we communicate that message to others." ●

MGH honors 2005 Pam Ellis Award recipient

Flowery tablecloths blew in the warm spring breeze and topiary centerpieces dotted the tables under the Bulfinch Tent as the MGH celebrated Administrative/Secretarial Support Staff Day and recognized the recipient of the 2005 Pamela J. Ellis Memorial Secretarial Award April 20. Peter L. Slavin, MD, president of the MGH, Jeff Davis, senior vice president for Human Resources, and George Baker, MD, of the Bulfinch Medical Group, each made remarks and then presented Reina Galindo of the MGH Transplant Clinic with the award. Galindo, who has worked at the MGH for 25 years, was nominated by all her coworkers and is described as "a candle that burns at both ends to allow those in between the flames to be cared for and supported."

The award, which is given annually in recognition of National Administrative Professionals Day, was named for Pamela J. Ellis, an executive secretary at the MGH who died in October 1996 at the age of 31. The $1,000 award was established in 1997 to honor employees who exhibit similar qualities in their work as Ellis. ●

From left, Davis, Baker and Slavin congratulate Galindo

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MGH HOTLINE

WHAT'S HAPPENING

5K Run for Asthma

In observance of World Asthma Day, the third-annual MGH 5K Run for Asthma will be held May 7 to help benefit and raise awareness of asthma research at the MGH. Sponsors, voluteers and runners are welcome to participate. For more information, call (617) 726-6694 or visit *www.coolrunning.com/major/05/asthma.*

Clinical Pastoral Education Program Fellowship

Through funding from the Kenneth B. Schwartz Center and the MGH Department of Nursing, fellowships are avaiable for the MGH 2005 Clinical Pastoral Education Program for Health Care Providers. The program is open to individuals from any discipline who work directly with patients and/or families in a health care setting and who wish to integrate spiritual caregiving skills into their professional practice. Six Kenneth B. Schwartz Fellowships in Pastoral Care will be awarded to caregivers from disciplines other than pastoral care. Two Spiritual Caregiver Fellowships are available to MGH registered nurses who are in direct caregiver roles and have a minimum of two years experience. The program is part-time with a negotiable start date. Group sessions will be held Mondays, from 9 am to 5 pm. Additional hours will be negotiated for the clinical component. Applications now are being accepted. For more information, contact MGH Chaplaincy at (617) 726-2220.

Smoking cessation group

The Employee Assistance Program will sponsor a seven-week smoking cessation group facilitated by the MGH Quit Smoking Service. The first session will meet May 4, from noon to 1 pm, in Founders Conference Room 121. The program includes preparation for quitting, low-cost nicotine patch, nicotine gum, stress management techniques, preventing weight gain and tips for living without cigarettes. The cost is $70 for the full seven-week program. To register, call (617) 726-7443.

Summer Backup Childcare program

The MGH Backup Childcare Center's summer program will be held July 5 to Aug. 19. Planned daily activities will include science explorations, clay and modeling experiences, cooking at the center and trips around Boston. Registration for the entire summer will begin May 15. For more information, call (617) 724-7100.

Nursing Career Expo

MGH Patient Care Services Human Resources will host an Acute Care/Critical Care Nursing Career Expo April 26, from 2 to 6 pm under the Bulfinch Tent. Learn about and interview for staff nurse, clinical nurse specialist and nurse manager opportunities. A panel discussion about the Project HOPE mission will take place from 3:30 to 4:30 pm in the Walcott Conference rooms. For more information, send e-mail to *SHWelch@partners.org.*

MGH hosts obesity conference

According to the National Center for Health Statistics, approximately 64 percent of U.S. adults over the age of 20 are considered overweight or obese. To encourage discussion and determine ways to prevent or intervene early with this problem, the MGH Community Benefits Program and MGH Community Health Associates co-sponsored "The Obesity Epidemic: What Does It Mean for the Health of our Communities" April 7 at the Chelsea Wyndham Hotel. The program was attended by almost 100 community partners from Chelsea, Revere, Charlestown and the Boston Public Schools and included MGH practitioners from the health centers, school health personnel, youth program leaders and representatives from local government. Speakers included Lee Kaplan, MD, PhD, director of the MGH Weight Center, and Alison Hoppin, MD, pediatric director of the MGH Weight Center.

"Many factors contribute to obesity in the community, ranging from lack of access to public spaces for physical activity to lack of affordable fruits and vegetables," says Joan Quinlan, director of MGH Community Benefits. "Communities now will begin to assess these risk factors as they work in partnership with the MGH to become healthier communities."

Kaplan, left, addresses the conference

Submit news tips and story ideas to the *MGH Hotline*

Contact Victoria Brady, editor, at (617) 724-6433; or Amy Moquin, assistant editor, at (617) 724-2753; Christine Johanson, staff writer at (617) 726-0275;

by fax to (617) 726-7475;

by e-mail to *Hotline@partners.org* or

by mail to the Public Affairs Office, 165 Cambridge Street, Suite 600 Boston, MA 02114.

www.massgeneral.org/news/

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MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

From proton beam patient to Junior Olympian

In 2002, 14-year-old Kristin Dewey was a patient at the MGH, battling an unusual bone form of Hodgkin's disease, a cancer that typically strikes the lymphatic system. This February, the now 17-year-old high school junior was named a member of the 2005 United States Junior Olympic Nordic ski team – a year ahead of the goal she set for herself as a young girl and a mere two-and-a-half years after her final treatment at the MGH's Northeast Proton Therapy Center (NPTC).

A long-time Vermont resident and avid Nordic – or cross-country skier – Dewey developed pain in her right hip in the fall of 2001 that at first was attributed to a muscle pull. When the pain persisted, her parents, Keith and Marion Dewey, brought her to a local doctor who referred her to the MGH where tests revealed a cancerous growth on the right side of her sacrum – the shield-shaped bone structure at the base of the spine that makes up the back portion of the pelvis. By the time Dewey was diagnosed, her case was advanced. However, Nancy Tarbell, MD, director of the Radiation Oncology unit at MassGeneral Hospital for Children, thought the young skier was an ideal candidate for proton beam radiation therapy, rather than standard radiation treatment.

Hodgkin's disease generally is treated with a combination

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Dewey

Be Fit: Buildings and Grounds team loses big

Thanks to the Be Fit program, Stacy Nelson, MS, RD, of MGH Nutrition and Food Services and Steve Powers of the Clubs at Charles River Park, the MGH Buildings and Grounds team has become lean, mean, Be-Fit machines.

Led by Bob Gallagher and Chris Longchamps, this 10-member team has been competing against Environmental Services, Materials Management, Human Resources, Nutrition and Food Services and members of the Clubs for the past 12 weeks for total weight loss as a part of the nutrition and fitness pilot program sponsored by Nutrition and Food Services and the Clubs. "The team atmosphere and the healthy competition within our own group has really helped us all achieve a healthy outlook," says team member Bill Dignan.

The team meets weekly on Tuesdays and Thursdays for scheduled workouts at the Clubs to keep each other motivated.

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Members of the Buildings and Grounds Be Fit team.

Above, Sargent and Stowell

Blood donor hits the jackpot

Alison Sargent, an employee at State Street Bank, beat the odds as the winner of the MGH Blood Donor Center's March promotion. On April 14, Christopher Stowell, MD, PhD, medical director for the MGH Blood Donor Center, presented Sargent with her prize – two airline tickets to Las Vegas, courtesy of Southwest Airlines, two nights at the Imperial Palace and two free tickets to see a show at the Riviera hotel.

Sargent began donating blood after Sept. 11 at the MGH Bloodmobile and then began donating platelets at the Blood Donor Center after the Rhode Island Station nightclub fire.

Approximately 1,757 donations were made during this promotion, which ran throughout the month of March.

2005 Durant Fellow named

Ann York Kao, MD, of the MGH Chelsea HealthCare Center, recently was named recipient of the third annual Thomas S. Durant, MD, Fellowship in Refugee Medicine. Kao was honored in a special ceremony in the Trustees Room April 15 that also recognized returning 2004 Durant fellows Grace Deveney, RN, and Katie Fallon, RN.

The Durant Fellowship was established in 2001 to honor the legacy of Durant, the late MGH associate director, who spent much of his career traveling to some of the world's most devastated nations – including Cambodia, Albania, Bosnia, Rwanda, Somalia, Croatia and Afghanistan. With him came supplies, medical expertise and the most important tool of all – hope.

As a Durant fellow, Kao will devote a year to serving refugee populations in an African country to be determined and also will try to return to Indonesia, where she spent time earlier this year with Project HOPE helping victims of the tsunami. Kao, who specializes in adult and pediatric urgent care at MGH Chelsea, expects to spend the first six months delivering primary and acute-care services in a refugee camp setting. From January to March 2006, she will earn a diploma in tropical medicine in London, after which she plans to resume field work, possibly by extending her experiences in Indonesia.

In addition to her work with Project HOPE, Kao practiced primary care on a Navajo reservation in Arizona and traveled on humanitarian missions to Romania and Vietnam.

"While I never had the chance to meet Dr. Durant, I have a great appreciation for the spirit of service he possessed," Kao says. "It will be an honor to continue living his legacy through this fellowship."

Applications for the 2006 fellowship now are available. Depending on the proposed work to be done, the Durant Fellowship provides either six to nine months or one year of sponsorship to MGHers who wish to serve refugee populations and victims of war and natural disaster with medical care and support. The fellowship is open to all clinical disciplines. Interested applicants should submit a curriculum vitae, two letters of recommendation and a one-page essay to Larry Ronan, MD, director of the Durant Fellowship. Selection is made by a committee of Durant Fellowship leaders from the MGH and the community. This year's application deadline is May 15. ●

— Be Fit team loses big

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"Working out as a group and having access to both a trainer and a nutritionist have definitely benefited the team," says Longchamps.

Gallagher, who had been diagnosed with hypertension, found that the program helped manage his condition. "The program taught me how to make the right choices in what I eat and the proper way to exercise," says Gallagher.

"The team has exceeded all expectations," says Nelson. "They did everything the right way with half their focus on exercise and half on nutrition. I'm proud to have been involved with this team."

During the 12-week program, the Building and Grounds team lost a total of 216 pounds and worked out 548 times. ●

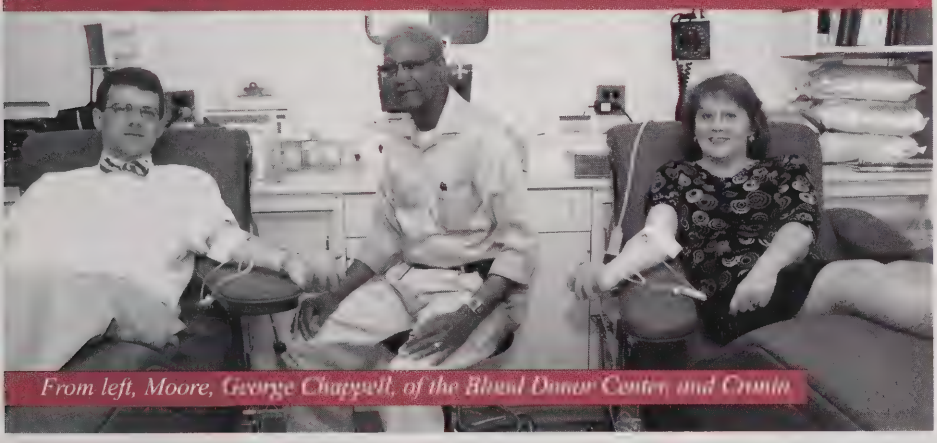
MGH HOTLINE

Friendly competition gives back to the MGH

Allan Moore, MD, a junior resident in the MGH Department of Medicine, wanted to find a simple way to give something back to the MGH. With the help of Kim Cronin, donor services manager for the MGH Blood Donor Center, Moore decided to hold a friendly blood donation competition among residents and attending physicians in the Department of Medicine. Throughout the month of May, all residents – interns, juniors and seniors – and house teaching staff can visit the Blood Donor Center and donate blood or platelets for their team. Those who are ineligible to donate can still participate by getting a buddy to donate for them. A buddy can be a co-worker, a family member or friend.

The first 200 donors from the Department of Medicine will receive a specially designed t-shirt. A plaque will be displayed in the Potts Conference Room on Bigelow 8 with the winning group.

"The goal of this challenge is to help our patients by bringing in new donors," says Moore. "I hope this competition becomes an annual event, allowing staff to give back to the hospital every year."



From left, Moore, George Chappell, of the Blood Donor Center, and Cronin

Phase two begins for pneumovaccine program

Phase two of the pneumococcal vaccine program will be rolled out in the Provider Order Entry (POE) system May 3. In this phase, a screen will display to the first health care provider – physician, resident, nurse practitioner or physicians assistant – signing on to write orders for the day, for patients age 65 years and older. The screen has a pre-selected order for the pneumococcal vaccine. The provider has the option of accepting the order, declining the order or deferring the decision for up to five days.

On the sixth day, a decision to accept or decline the order must be made. When the vaccine is ordered, the nurse will further screen the patient for eligibility using the revised Pneumococcal Vaccination Screening and Administration Form. Upon discharge, a prompt in the POE system will appear on the discharge screen for the nurse to document if the vaccine was given or not given during this hospitalization. This documentation will carry over to the post hospital care plan, the patient care referral, the face sheet and in the discharge note. If the vaccine is given or declined because of prior vaccination or adverse reaction, the POE screen will not display on subsequent admissions. For more information about this program, contact Janet Madigan MS, RN, at (617) 726-3109. ●

— From proton beam patient to Junior Olympian

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of chemotherapy and radiation therapy. While most Hodgkin's patients are cured, they run the risk of later developing secondary cancers brought about by the radiation treatment. In standard radiation treatment, X-rays continue to pass through the body even after they reach their intended target, irradiating healthy tissue as they exit. Protons, by contrast, enter patients at a low and uniform rate and rapidly release their energy when reaching their target, sparing surrounding tissues. "Because of the location of Kristin's malignancy, protecting her pelvis and surrounding organs from the effects of radiation was a concern," Tarbell says. "We made the decision to use chemotherapy followed by 10 doses of proton radiation therapy, with no traditional radiation. To our knowledge, this was the first time a patient with Hodgkin's has been treated with protons rather than the use of X-rays."

Twelve weeks after Kristin's final proton treatment, a bone scan revealed no sign of Hodgkin's disease. And within five months, she was back on her skis, working to get back to competition level. She competed in her first race that winter, placing seventh. It wasn't long before she was back to winning race heats. This March, she finished fifth in the Junior Olympic sprints in California, helping her New England team win the national championship. On March 21, she left with her teammates – including younger brother, Kyle, also a Junior Olympian – for Finland and Sweden, where she represented the United States in competition against northern Europe's best skiers.

Keith Dewey marvels at what he calls his daughter's "will of iron" and credits Tarbell along with David Ebb, MD, of MGH Pediatric Oncology; Francis Hornicek, MD, of MGH Orthopædic Oncology and the NPTC staff for giving Kristin back her skiing dream. "There is a photo from a Junior Olympic race that highlights Kristin's hard-earned muscle tone and her long re-grown hair, which streams out behind her," he says. "That photo is powerfully moving to me, because there was a period during her treatments when she had neither muscle tone nor hair. Kristin carries the second chance the MGH gave her in her heart every day." ●

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MGH HOTLINE

WHAT'S HAPPENING

MGPO forum

MGH physicians and staff are invited to attend a special Massachusetts General Physicians Organization (MGPO) forum "Taking Partners to the Next Level," May 2, from 5 to 6:30 pm in the O'Keeffe Auditorium. James J. Mongan, MD, president and CEO of Partners, and Thomas Lee, MD, CEO of Partners Community Health Care, Inc. will speak. For more information, call (617) 724-9080.

Cholesterol screening

MGH Senior HealthWISE will host a cholesterol screening May 5, from 4 to 5:30 pm in the Walcott Conference Rooms. This event, for seniors 60 years and older, is free of charge. For more information, call (617) 724-6756.

Menopause and Your Health

MGH Revere will host "Menopause and Your Health" May 10, from 5:30 to 8 pm. The program is designed to help women better understand the facts about menopause and current treatment options. The registration fee is $25, and scholarships are available. For more information, send e-mail to Mary Ellen Heike at *mheike@partners.org* or call (617) 724-8044.

CNY blood drive

MGH employees working at CNY are invited to participate in a blood drive May 11, from 8:30 am to 2 pm. The MGH Bloodmobile will be located on Thirteenth St., between Building 149 and the parking garage. For more information, call Susan Murphy at (617) 724-6518 or send e-mail to *smurphy4@partners.org.*

Zervas lectureship

The sixth annual Nicholas T. Zervas, MD, lecture will be held May 17, at noon in the Ether Dome. Derek LeRoith, MD, PhD, FACP, chief of the Diabetes Branch at the National Institute of Diabetes, Digestive and Kidney Diseases, will present "Studying the Clinical Implications of IGF-I using Gene-Knockout Mouse Models." For more information, call (617) 726-3870.

Free summer help available

The City of Boston's Summer Jobs program provides staffing support to the MGH and Partners departments and meaningful part-time employment to Boston youth. This resource is available through two MGH Community Benefit youth employment programs – SummerWorks and Jobs for Youth (J4Y). Each program is supported by an on-site program manager who works closely with participating departments and the student employees. The programs are funded through Human Resources and are available at no cost to departments. The only requirement is a commitment to provide a meaningful work experience in a supportive environment. For more information about SummerWorks, call (617) 724-6424. For more information about J4Y, call (617) 724-8326.

Community Benefits anniversary

The MGH Community Benefit Program will celebrate its 10th anniversary June 6, from 1:45 to 3 pm under the Bulfinch tent. Come join keynote speaker Sen. Edward Kennedy and celebrate 10 years of partnering to improve community health.

MGH Quit Smoking Service offers help to inpatients

For many people who smoke, finding a time in their lives when they are ready to quit can be a challenge. Sometimes a hospital stay presents a good opportunity to quit smoking. To help MGH patients take advantage of this opportunity to quit, the MGH Quit Smoking Service offers resources that can help.

A smoking counselor from the MGH Quit Smoking Service can visit patients at the bedside to offer information about the most effective treatments – such as the nicotine patch or gum – and to help patients manage their nicotine withdrawal while in the hospital. Quitting smoking while hospitalized, can help speed their recovery and lowers their chances of future illnesses.

"Hospitalization provides a teachable moment when smokers are especially receptive to cessation interventions," says Nancy Rigotti, MD, director of the MGH Quit Smoking Service. "We would like to encourage clinicians to call our service for patients whom they suspect might be interested in quitting. Even if a patient isn't quite ready to quit, our services can help provide support while they are in the hospital and unable to smoke." Clinical studies have shown that smoking cessation counseling during hospitalization and for one month after discharge increases long-term smoking cessation rates by 82 percent.

For more information about the MGH Quit Smoking Service or to refer an inpatient, call (617) 726-7443.

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Contact Victoria Brady, editor, at (617) 724-6433; or
Amy Moquin, assistant editor, at (617) 724-2753;
Christine Johanson, staff writer at (617) 726-0275;
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
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MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Adding to a legacy: Renamed research building honors the Thiers

The long and storied bond between the MGH and Samuel O. Thier, MD – former president of the hospital and former president and CEO of Partners HealthCare – entered a memorable new era April 19. Members of the MGH community joined family and friends of Thier and his wife, Paula, under the Bulfinch Tent to commemorate the dedication of a research facility in the couple's honor.

The newly titled Samuel and Paula Thier Research Building – formerly the Wellman Building – is the result of a generous $5 million gift from Jack Connors, chair of the Partners Board of Trustees, and his wife, Eileen. Connors and Thier have been committed colleagues and close friends for years, working side by side to achieve their shared goal – all-around excellence and accomplishment for Partners and for health care providers throughout the region.

The Thier dedication ceremony was highlighted by remarks and recollections from Edward Lawrence, chair of the MGH Board of Trustees; W. Gerald Austen, MD, honorary trustee of the MGH and the Massachusetts General Physicians Organization, and co-chair of the MGH Philanthropy Program; Peter L. Slavin, MD, president of the MGH; and James J. Mongan, MD, former president of the MGH and current president and CEO of Partners.

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From left, Sam and Paula Thier, with Eileen and Jack Connors

Be Fit: Fun, awards highlight end of first phase

The first phase of the hospital's Be Fit program recently drew to a close, as program participants celebrated their efforts to achieve good health and cheered each other on to continue their successes. The 12-week pilot program – sponsored by MGH Nutrition and Food Services and the Clubs at Charles River Park – featured a healthy lifestyle challenge among teams from Buildings and Grounds, Environmental Services, Materials Management, Human Resources, Nutrition and Food Services and members of the Clubs. With guidance from assigned registered dietitians and personal trainers, the six groups accomplished an astounding total weight loss of 581.5 pounds during the first phase of the program. The groups worked out a total of 2,901 times and consumed 862 Nutralert meals – now renamed Be Fit meals – from the Eat Street Café.

Members of all six teams celebrated with an awards ceremony April 28 in the Clinics Lower Amphitheater. The Buildings and Grounds team won in the "Most Weight Loss" category with a total of 215 pounds. Their prize is a poolside barbeque party at the Clubs. Each Human Resources team member won an exercise band for topping the "Most Workouts" category with 744 workouts. The Environmental Services team consumed the most

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Aristeo Amaro serenades the Be Fit teams.

— Adding to a legacy

(Continued from Page 1)

All of the speakers saluted Thier's remarkable medical and administrative achievements, dating back to his days as an intern and resident at the MGH, and emphasized his unwavering devotion to creating an integrated hospital system that would thrive even in the face of formidable challenges. The speakers also credited Paula Thier as the foundation of support for her husband, the center of her family and the source of her own numerous contributions to health care and social justice.

Connors and Thier concluded the speaking program, candidly recounting their initial adjustments to one another's different personal and business styles and the evolution of a working relationship into a shared vision for the future.

A portrait of the Thiers was unveiled at the ceremony. It will hang in the lobby of the newly renamed building, a reminder of the inspiring husband and wife who have done so much to transform the hospital and the health care industry. ●

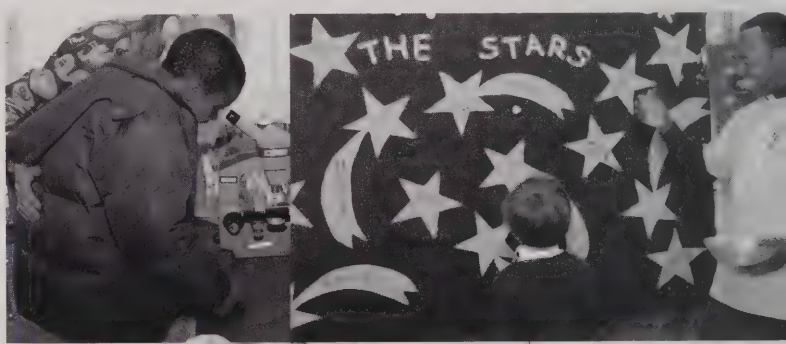
Ears to Easter Seals

Decked out in bunny ears, 17 children participated in a Hop-A-Thon fundraiser hosted by the North End Children's Center for Easter Seals March 25. The children were challenged to hop as many consecutive times as they could. Three-year-old Francesco Santaniello won a T-shirt for 133 individual hops, with a total overall count of all the children coming in at a whopping 1,137 hops. The event taught children about disabilities and gave them a chance to make a difference.

MGHC celebrates Children and Healthcare Week

A warm, sunny spring day greeted busloads of school children from Boston, Lowell, Quincy and other towns as they gathered under the Bulfinch Tent for a day of fun and learning during MassGeneral Hospital for Children's (MGHC) annual Children's Health Fair April 29. Photographs of Boston sports champions and MGHC doctors, nurses and staff lined the tent and brought to life the fair's theme of "Champions of Good Health." The fair included 46 interactive booths and displays, featuring topics such as how the heart works, the food pyramid, arts and crafts, a tour of an ambulance and a kid's safety house from the fire department.

The fair was just one of several highlights of Children and Healthcare Week. Other events included the Family-Centered Care Awards, the annual Queen for a Day event, pediatric grand rounds and an ice cream party. ●



— Be Fit

(Continued from Page 1)

Be Fit meals, earning them a catered Be Fit party as their prize for eating 183 meals. The Nutrition and Food Services team received the "Most Improved" prize for making the most progress, earning them a 30-minute personal training session with Kate Brill-Daley, general manager of the Clubs. Materials Management team members were deemed "Most Motivated," with a prize of a 30-minute nutrition session with Lillian Sonnenberg, DSc, RD, senior manager of the MGH Nutrition Services. And the "Spunk, Spice and Spirit" award went to the Clubs team, garnering a special Be Fit poolside celebration at the Clubs.

All of the team members received tickets to a Revolution soccer game, and each team received an award certificate. The teams also were treated to an entertaining rendition of "La Bamba" performed by Environmental Services team member Aristeo Amaro.

These six teams now have entered into the second phase of the program, with group meetings twice a month with their assigned dietitians and personal trainers. They are encouraged to continue with their workouts and improved nutritional habits.

Six new teams – mostly from Patient Care Services – now have begun the Be Fit program, starting the first 12 weeks of a weight loss competition among Social Services, two teams from Nursing, Physical Therapy/Occupational Therapy, Speech Therapy and a team from MGH Administration. ●

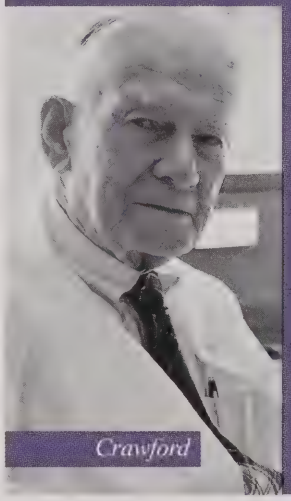
In memoriam: John D. Crawford, MD

John D. Crawford, MD, of MassGeneral Hospital for Children (MGHC), died April 19 three days after suffering a stroke. He was 85.

For more than 60 years, Crawford cared for young patients at the MGH, serving in several key positions such as chief of the MGH Endocrine Unit's Children's Service from 1962 to 1991. He made many important contributions to the medical field in such areas as growth disorders, intersex disorders, energy metabolism and – most notably – the prevention and treatment of severe burns.

Crawford studied biology and literature at Harvard College in 1938 and went on to study at Harvard Medical School. After completing his residency in Pediatrics at the MGH, he joined the Army in 1946 and served as a captain.

Crawford was integral in establishing the close relationship between Shriner's Burns Institute and the MGH, serving as the first chief of Pediatrics at Shriner's and practicing there from 1968 to 1986. His public education efforts to prevent burns in children led to legislation governing the flammability of children's pajamas and promoted more awareness of the common causes of pediatric burns.



Crawford

He published more than 230 medical papers and several books and was working on a history of pediatrics in Boston at the time of his death.

"Dr. Crawford was the quintessential pediatrician and scientist," says Alan Ezekowitz, MBChB, DPhil, chief of Pediatrics for MGHC. "His incredible intellect, warm sense of humor and great humanity inspired respect, admiration and adoration among colleagues, families and especially the children who were his patients."

Benefits update: Cash Balance Retirement Plan

The Cash Balance Retirement Plan (CBRP) is an integral part of the MGH benefit program that provides eligible employees with generous contributions and interest credits to their accounts.

The annual CBRP statements will be mailed this month. The statements will update employees' balances as of Dec. 31, 2004, as well as provide employees with projections of future balances, assuming the employees continue to work at the MGH.

One of the many positive features of the MGH pension plan is that eligible employees are enrolled automatically. The hospital makes contributions to employees' accounts as soon as they meet the eligibility requirements (age 21 and one year of service). No employee contributions are required for enrollment in the plan – it is completely funded by the MGH.

Once eligible, the hospital makes annual contributions to employees' accounts ranging from 5 to 15 percent of pay. The contribution amount depends on an employee's age and years of service. In addition, the hospital also credits an employee's account each year with a 6.5 percent interest payment.

For example, a 40-year-old employee with 10 years of service and a current annual salary of $45,000 could expect to accumulate a balance of $627,000 by the time he or she reaches age 65, at no cost to the employee.

Once employees have earned five years of service under the plan, their pension benefits are 100 percent vested. That means that employees "own" their benefit and are entitled to collect it once they leave or retire from the hospital.

When the time comes for employees to begin to collect their benefits, they'll be able to choose among several payout options, including a lump sum payment or a monthly benefit payable for lifetime, among other options. Employees also can choose to divide the account balance among the lump sum, monthly payout and other options.

For more information about the statements or the pension plan, employees should contact their Human Resources generalist, the Benefits Office at (617) 726-8133 or send e-mail to *ibenefits@partners.org*. ●

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MGH HOTLINE

WHAT'S HAPPENING

Eldercare discussion group
The MGH Employee Assistance Program (EAP) will sponsor an eldercare discussion group May 10, from noon to 1 pm in the Trustees Conference Room. Barbara Moscowitz, LICSW, an MGH geriatric social worker, will discuss care coordination, legal, estate and medical issues, and caring for oneself while caring for an elder. For more information, call the EAP at (617) 726-6976 or visit *www.eap.partners.org*.

Neurofibromatosis symposium
The MGH and the New England Chapter of the Children's Tumor Foundation will host a medical symposium for those affected by neurofibromatosis and their family and friends May 15, from 1:30 to 5 pm at CNY Building 149. The symposium will feature two components that will run concurrently – "Day at the Lab" for children ages 9 to 16 and "Meet the Researchers" for adults. Space is limited. For more information or to register for the event, call (888) 585-5316 or send e-mail to *nfne.ed@verizon.net*.

Leadership Academy's book club
The MGH Leadership Academy will hold its first leadership book club June 2, from 4 to 6:30 pm. Jim Noga, chief information officer for MGH/MGPO, will explore how the lessons from the book *Leading at the Edge* can be applied to the MGH. This book translates the story of Earnest Shackleton and his team's two-year expedition on the unexplored Antarctic continent to 10 lessons about what it takes to be a great leader. The book is required reading and will be provided prior to the session provided. To submit a request for enrollment, send e-mail to *mghleadershipacademy@partners.org*. To learn more about the MGH Leadership Academy, visit *www.massgeneral.org/leadershipacademy*.

MIT symposium
The Massachusetts Institute of Technology's (MIT) Clinical Research Center will sponsor its annual symposium May 10, from 1 to 4 pm at the MIT Building E15, the Bartos Theater. This year's topic "Depression: Diagnosis and Treatment" will feature speakers Maurizio Fava, MD, Timothy Petersen, MD, Adele Viguera, MD, MPH, Andrew Nierenberg, MD, and moderator David Mischoulon, MD, PhD, all of MGH Psychiatry. For more information, call (617) 253-3091 or visit *http://web.mit.edu/crc/www/*.

CNY blood drive
MGH employees working at CNY are invited to participate in a blood drive May 11, from 8:30 am to 2 pm. The MGH Bloodmobile will be located on Thirteenth St., between Building 149 and the parking garage. For more information, call Susan Murphy at (617) 724-6518 or send e-mail to *smurphy4@partners.org*.

Menopause and Your Health
MGH Revere will host "Menopause and Your Health" May 10, from 5:30 to 8 pm. The program is designed to help women better understand the facts about menopause and current treatment options. The registration fee is $25, and scholarships are available. For more information, send e-mail to *mheike@partners.org* or call (617) 724-8044.

IN GENERAL

Joan Fitzmaurice, RN, PhD, of the MGH Office of Quality and Patient Safety, presented a paper to the International Conference on Healthcare Systems Ergonomics and Patient Safety in Florence, Italy March 31. The paper, "Building a High Reliability Organization Through a Multi-method Approach to Monitoring the Practice Environment," was co-authored by George Reardon, Cy Hopkins, MD, Carrie Mazoff, Carol Markus, RN, and Linda Devaux.

Emergency preparedness drill

The MGH will participate in a citywide emergency response drill May 7. Sponsored by Massport, the Mayor's Office of Homeland Security and the Metro-Boston Homeland Security Region, the citywide drill will be a full-scale terrorism preparedness exercise that will begin at Logan Airport.

More than 50 federal, state and local agencies and emergency response organizations – including the MGH and other Boston hospitals – will participate in the exercise.

In addition, the MGH also will test the hospital's own internal hazardous materials (HAZMAT) response capabilities. The hospital's HAZMAT teams and other key employees will respond to the drill, and the hospital's HAZMAT tent will be set up in front of the main entrance to the hospital.

Submit news tips and story ideas to the *MGH Hotline*

Contact Victoria Brady, editor, at (617) 724-6433; or Amy Moquin, assistant editor, at (617) 724-2753; Christine Johanson, staff writer at (617) 726-0275;
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office, 165 Cambridge Street, Suite 600 Boston, MA 02114.
www.massgeneral.org/news/

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(617) 726-2206

May 13, 2005

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Child care at its best: MGH Backup Child Care Center

Every working parent has experienced it: the anxiety – perhaps even guilt – that comes along with the first day care experience. How will the child adjust to spending the day with a roomful of other children? What if the child spends the whole day just crying? What if that first experience is at a backup child care center – a day care that is intended to provide only emergency, second-line care when regular child care plans fall through?

For MGH employees whose day care experiences have included the MGH Backup Child Care Center, the process has been overwhelmingly, and reassuringly, positive. Teresa Sheehan, RN, a nurse in the MGH Emergency Department, first brought her almost two-year-old daughter, Hanna, to the Backup Center in February. Sheehan, who works rotating shifts, is typically at the hospital weekends or nights and has a babysitter to care for Hanna at those times. Occasionally, however, she works an eight-hour weekday shift and needs child care coverage for Hanna, often on short notice. "The first time I brought Hanna in, it was difficult for both of us," Sheehan admits. "She was crying when I left, and I worried about taking her out of her usual routine. When I checked on her later though, she had settled right in, and she left that afternoon in great spirits."

For 18-month-old Andreas Masiakos, a Thomas the Tank Engine wooden railway made him feel comfortable at the center. Andreas' father, Peter Masiakos, MD, of MassGeneral Hospital for Children, sought out the Backup Child Care Center in March so he and his wife could focus

(Continued on Page 2)

Andreas Maskiakos

A decade of progress: MGH salutes nurses during Nurse Recognition Week

"This is a great place to work as a nurse," says Janie Pealer, RN, who has worked in the MGH Renal Unit for two years. She and her colleague, Chris Pacheco, RN, of the Dialysis Unit, have worked at several other Boston area teaching hospitals and in community hospitals during their careers, but they like working at the MGH the best. Pealer and Pacheco, along with many other nurses, celebrated their numerous accomplishments during the 10th annual MGH Nurse Recognition Week, held May 2 through 6.

The celebratory week began May 2 with two seminars that focused on important patient care issues. Susan Edgman-Levitan, executive director of the John D. Stoeckle Center for Primary Care Innovation, spoke about "Strengthening Patient and Family-Centered Care: Strategies that Work." Deborah Washington, RN, MS, director of Diversity for MGH Patient Care Services, spoke about "Health Disparities: Nursing's Voice in Practice."

(Continued on Page 3)

From left, Fallon, Ives Erickson and Deveney give presentations during Nurse Recognition Week.

Recess: MGHers take their kids to work

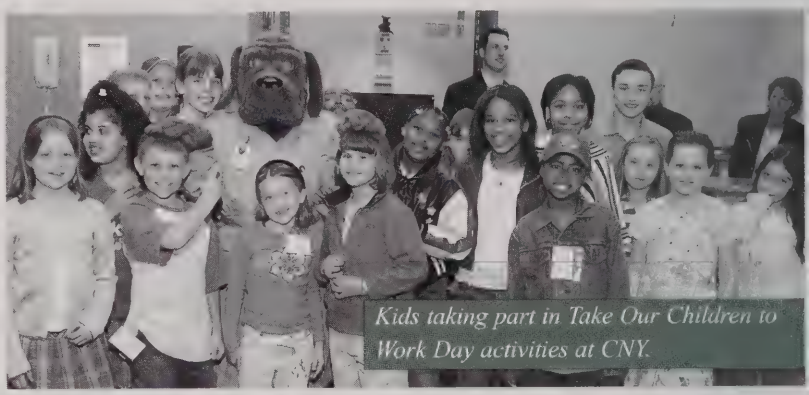
"Discovering Health Care" was the theme for this year's MGH Take Our Children to Work Day held April 29. Adapted from the national Take Our Daughters to Work Day, the annual event was originally an opportunity for daughters ages 9 to 14 to spend a day in the workplace and see women working in nontraditional roles.

More than 300 kids came to the MGH with their parents, ready to work. Employees and their children went on a self-guided walking tour of the hospital, exploring historical MGH sites, such as the Ether Dome.

Later that day, children and parents alike were treated to a special visit from New England Patriots player Larry Izzo, who posed for pictures and signed autographs at the Children's Health Fair.

In the Burr 5 and 6 Conference Room, children could satisfy their sweet tooth by creating their own ice cream sundaes. In the Ether Dome, Richard Bringhurst, MD, senior vice president for MGH Research, spoke to the kids about the importance of medical research.

Children also had the opportunity to enter a contest to design their own hospital gown. All the entries are posted in the Employee Access Center, Clinics 117, for viewing. ●

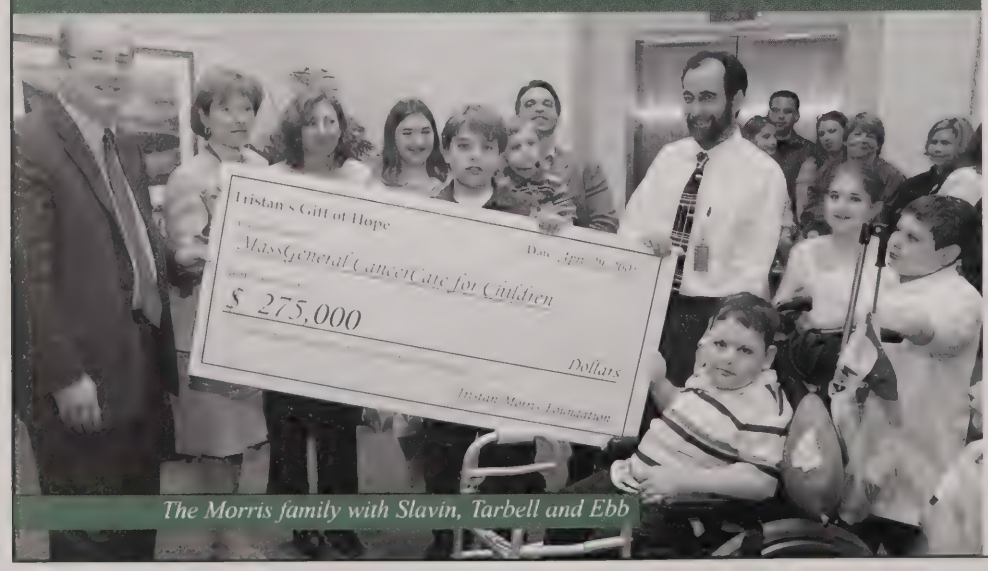


Kids taking part in Take Our Children to Work Day activities at CNY.

NPTC patient gives hope to others

The Northeast Proton Therapy Center (NPTC) at the MGH has provided cancer treatment to many grateful patients. The Morris family is especially grateful to the center after their 8-year-old son Tristan was treated for cancer of the spine. To show their gratitude to the center and Tristan's doctors, the Morris family created the Tristan's Gift of Hope Foundation to raise funds to support care and treatment of pediatric patients at the center. On April 29, the family presented the center with a check for $275,000. "Tristan has always been the soul of our family and is now the soul of this fund," said Jim Morris, Tristan's father. "Through this fund, we hope to increase the number of children who benefit from the center and the wonderful doctors here."

Guest speakers at the reception included Peter L. Slavin, MD, president of the MGH; Jay Loeffler, MD, chief of Radiation Oncology; Nancy Tarbell, MD, director of Radiation Oncology for MassGeneral Hospital for Children (MGHC); and David Ebb, MD, of Hematology/Oncology for MGHC. Slavin also presented Tristan with a plaque that will hang in the NPTC to remember the gift of hope that his family has given.



The Morris family with Slavin, Tarbell and Ebb

— Child care at its best

(Continued from Page 1)

on some personal matters that temporarily required their full attention. Though Andreas, an only child, had no previous day care experience, he enjoyed his time at the center, delighted by both the toys and the other children. "Andreas is a pretty social kid, and the Backup Child Care Center has been a great experience for all of us," Masiakos says. "The location, staff and facility have all been ideal for our family. As his days at the center went by, my hourly check-ins became much fewer."

Patty Pirone, director of the Backup Child Care Center since September 2004, credits the staff for making the center a positive experience for MGH families. "Working in a center like this, where the class changes daily and children are often coming in from very emotional situations, requires a special set of skills," she says. "We're fortunate to have teachers with all the energy, flexibility and ingenuity that this type of setting requires."

The Backup Child Care Center is open to all MGH and Partners employees with benefits as well as to MGH patients. The center accepts children from 15 months to 12 years old and can accommodate up to 24 children daily. MGH families may use the Backup Child Care Center a maximum of five consecutive days and a maximum of 20 days per year. The rate is $6 an hour. The center is open from 7 am to 6 pm Monday through Friday, and from 8 am to 2 pm Saturday with adequate demand. For more information or to make a reservation, call (617) 724-7100. ●

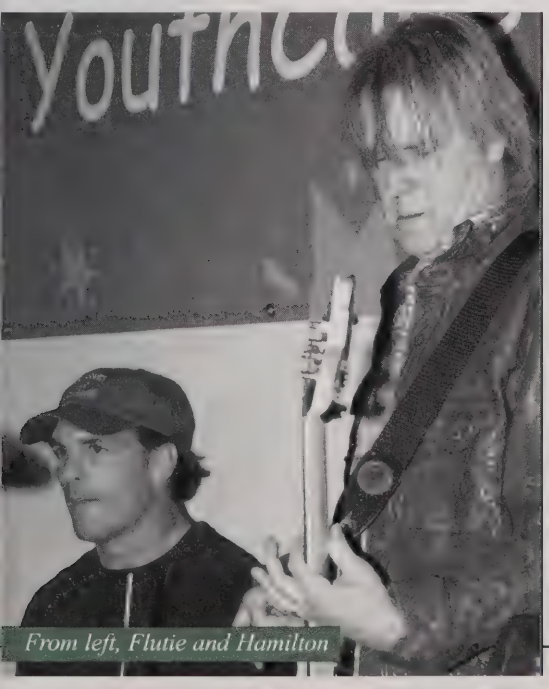
MGH HOTLINE

Bands, bidding and bowling benefit MGH YouthCare

MGH YouthCare's fifth annual "Give Children a Chance" gala took place May 5 with a crowd of more than 300 guests at King's Lanes in Boston. The event was co-chaired by David Long, chief operating officer of Liberty Mutual, his wife Stephanie, Tom Hamilton of the rock band Aerosmith and his wife Terry. Doug Flutie – the famous returning New England Patriots player – provided the evening's entertainment with the Flutie Brothers Band.

Hamilton treated the guests to a jam session with the Fluties and joined Kasey Kaufman of CBS, Channel 4, as co-master of ceremonies. Other guests and auctioneers for the evening's live auction included Patti Kraft of the Kraft Group, Olivia English from the renowned Olives Restaurant, Sean Hennesey of WHDH, Channel 7, and Susan Wornick of WCVB, Channel 5. Auction items included a catered dinner for eight by English; a weeklong stay at a cottage in the Captiva Islands; an autographed Doug Flutie Patriots jersey; and an electric guitar autographed by Aerosmith members.

More than 16 corporate teams also took part in a friendly but fierce bowling tournament. Brit Nicholson, MD, chief medical officer of the MGH, and Jerrold Rosenbaum, MD, chief of MGH Psychiatry, were on hand to lend their support. The evening helped raise funds for YouthCare, a program based out of MGH Charlestown, that serves children with Asperger's syndrome and high functioning autism. For more information, visit *www.mghyouthcare.org*. ●



From left, Flutie and Hamilton

Advances

Low-fat dairy foods may help reduce men's risk of type 2 diabetes

The consumption of low-fat dairy foods may reduce men's risk of developing type 2 diabetes, according to a study in the May 9 issue of *Archives of Internal Medicine.* The report from researchers at the MGH, BWH and Harvard School of Public Health (HSPH) is the first large-scale, prospective examination of a relationship between dairy intake and diabetes risk.

Several recent studies have suggested that dairy consumption may help control weight and blood pressure and improve insulin sensitivity. To directly examine the relationship between dairy consumption and diabetes risk, the researchers examined data collected on more than 41,000 participants in the Health Professionals Follow-up Study, based at HSPH. They found that those men consuming higher levels of dairy foods during the 12-year study period had significantly less risk of developing type 2 diabetes than did those consuming the lowest levels. Further analysis showed that risk reduction was almost exclusively associated with low-fat or non-fat dairy foods.

"Additional studies will be required both to confirm this relationship and to see if the results apply to women or to men younger than this group, who were in their 50s when they joined the study," says Hyon Choi, MD, PhD, director of Outcomes Research in the MGH Rheumatology Unit and the paper's lead author. "Another question to be investigated would be whether adjusting dairy intake could be helpful to people with established type 2 diabetes, and the mechanism behind any relation between dairy intake and diabetes risk needs to be clarified." ●

— MGH salutes nurses

(Continued from Page 1)

On May 3, Grace Deveney, RN, and Katie Fallon, RN, gave presentations about their once-in-a-lifetime experiences providing humanitarian aid to disadvantaged populations in the Sudan as fellows with the Thomas S. Durant, MD, Fellowship in Refugee Medicine.

A sometimes-overlooked aspect of nursing – research – was the focus of MGH Nursing Research Day May 4 as scientific posters were displayed throughout the hospital. Two scientific sessions were presented by Mary Lou Kelleher, RN, MS, of MassGeneral Hospital for Children, and by Patricia Mian, RN, MSN, and Susan Warchal, RN, of the Emergency Department – all former recipients of the Yvonne L. Munn, RN, MS, Nursing Research Awards. The 11th annual Yvonne L. Munn Nursing Research Lecture was presented by Ruth McCorkle, RN, PhD, director of the Center for Excellence in Chronic Illness Care at the Yale University School of Nursing. The 2005 Yvonne L. Munn award was then presented to MGH nurses Mary E. Larkin, BSN, RN; Alyona Runyans, RN; Whitney Foster, RN; Anastasia Michaelidis, RN; Jennifer O'Neill, RN, BSN; Marion Phipps, RN, MS; and Diane Carroll, RN, PhD.

The commemorative week culminated in a special presentation May 5 by Jeanette Ives Erickson, RN, MS, senior vice president for MGH Patient Care Services and chief nurse, to a standing-room-only crowd of nursing staff in the O'Keeffe Auditorium. "This is a very special time of the year when we have the opportunity to say thank you to all of you for your talents, your wisdom and your many contributions to this institution," she said. "It also gives us a chance to look back on the past 10 years and evaluate the tremendous achievements we have made, as well as look ahead to plan for what we hope to accomplish in the future." ●

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MGH HOTLINE

WHAT'S HAPPENING

EAP work/life seminar
The Employee Assistance Program (EAP) will sponsor "Ages and Stages: Understanding Your Child" May 19, from noon to 1 pm in the Thier (formerly Wellman) Conference Room. Anna Muriel, MD, of MGH Psychiatry, and other child specialists will present an overview of the major developmental stages, from infancy through pre-adolescence, and will speak about concerns that parents may have in negotiating difficulties that may arise during these stages. For more information, call (617) 726-6976 or visit *www.eap.partners.org.*

Cancer Center spring network conference
The MGH Cancer Center's Network for Patients and Families will sponsor a spring network conference for cancer patients, survivors and their families May 21, from 11 am to 4:30 pm. The HOPES (Helping Our Patients and Families through Education and Support) program will host a wellness fair and lunch, from 11 am to 1:30 pm in the WACC lobby. Learn about complementary therapies including yoga, healing music and acupuncture. "Re-energize: Manage Fatigue Associated With Cancer" with William Pirl, MD, director of the MGH Cancer-Related Fatigue Clinic, and "Enhance Your Life – Mind, Body and Spirit" with Ann Webster, PhD, director of the Mind Body Cancer Program at the Mind Body Medical Institute, will be held from 1:30 to 4:30 pm in the O'Keeffe Auditorium. For more information, call (617) 724-1822.

Submissions for the MGH Intranet
The MGH Intranet is looking for stories, photos, announcements and other items about the hospital and its employees to include on the internal website located at *www.massgeneral.org/intranet.* To submit ideas, send e-mail to *Hotline@partners.org* or call (617) 726-0275.

Memorial service
A memorial service celebrating the life of John D. Crawford, MD, of MassGeneral Hospital for Children, will be held May 21 at 11 am at Harvard Medical School in the New Research Building Amphitheater, 77 Avenue Louis Pasteur. A reception will follow in the Elements Café on the first floor of the New Research Building. For directions, visit *www.theconfcenter.hms.harvard.edu.* Donations can be made to the John D. Crawford, MD, Fund at MGH through the MGH Development Office, 165 Cambridge Street, Suite 600.

Leadership Academy's book club
The MGH Leadership Academy will hold its first leadership book club June 2, from 4 to 6:30 pm. Jim Noga, chief information officer for the MGH and MGPO, will explore how the lessons from the book *Leading at the Edge* can be applied to the MGH. This book translates the story of Earnest Shackleton and his team's two-year expedition on the unexplored Antarctic continent to 10 lessons about what it takes to be a great leader. The book is required reading and will be provided prior to the session. To submit a request for enrollment, send e-mail to *mghleadershipacademy@partners.org.* To learn more about the MGH Leadership Academy, visit *www.massgeneral.org/leadershipacademy.*

The MGH Senior Health Family-Caregiver Support Program presents

Joanne Koenig Coste

Learning to Speak Alzheimer's: A Groundbreaking Approach

The author will discuss how to create a world where persons with Alzheimer's disease can thrive, have opportunities for success, and where their self-esteem can remain intact.

Monday, June 13, 2005

Walcott Rooms 2 and 3
MGH ACC

Program:
5:30 to 7 pm

Refreshments:
5 to 5:30 pm

Book signing
Limited Seating

RSVP 724-7324

Supported in part by an endowment from the Acampora Foundation

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by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office, 165 Cambridge Street, Suite 600 Boston, MA 02114.
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May 20, 2005

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Honoring compassionate care: Conference center dedicated to Schiff

The many contributions of an esteemed MGH physician and two committed friends of the hospital were celebrated May 11 as guests gathered to mark the dedication of the Isaac Schiff Conference Center on the fourth floor of the Yawkey Center for Outpatient Care.

The christening of the expansive, state-of-the-art conference space in honor of Isaac Schiff, MD, chief of the Vincent Memorial Obstetrics and Gynecology Service at the MGH, was made possible by a generous gift from Curtis and Patricia Blake, dedicated hospital supporters and namesakes of the Blake Building on campus.

The Blakes decided to name the conference center as a tribute to the quality of care provided by Schiff. "This all came about because Dr. Schiff is such a kind, loving doctor," said Patricia Blake.

Special guests at the ceremony included W. Gerald Austen, MD, honorary trustee of the MGH and the Massachusetts General Physicians Organization and co-chair of the MGH Philanthropy Program; Jeanette Ives Erickson, RN, MS, senior vice president for MGH Patient Care Services and chief nurse; Edward Lawrence, chairman of the MGH Board of Trustees; James J. Mongan, MD, president and CEO of Partners HealthCare; and Peter L. Slavin, MD, president of the MGH.

Slavin praised Schiff's combination of clinical excellence and deep-seated empathy for his patients. "We are so fortunate to have Isaac as our OB/GYN chief," said Slavin. "Now, thanks to the Blakes, we will have a wonderful conference center available to the Vincent's clinicians and staff."

In his own remarks, Schiff expressed his gratitude – and that of the MGH community – toward the Blakes. "I am deeply, deeply moved," he said. "And all of this because of two people who have touched so many other lives and in so many profound ways." ●

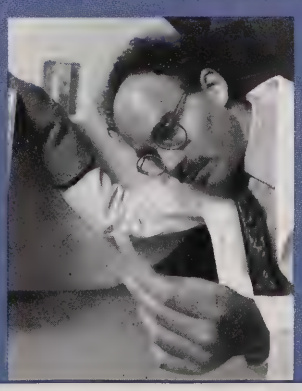
ADVANCES

New class of drugs may treat lung tumors resistant to Iressa and Tarceva

A new class of drugs that block the epidermal growth factor receptor (EGFR) on lung cancer cells may avoid the problem of resistance to the targeted therapy drugs Iressa and Tarceva. In a report issued on the *Proceedings of the National Academy of Science (PNAS)* website, researchers from the MGH Cancer Center describe finding how drugs called irreversible EGFR inhibitors apparently avoid resistance and may offer patients longer term remission.

In 2004, MGH researchers found that particular mutations in the EGFR molecule identified patients whose tumors would respond to drugs like Iressa. But although improvement for those patients is often rapid and dramatic, it lasts for only an average of six to eight months. In the current study, the MGH-based team confirmed that some resistance is associated with a previously observed second EGFR mutation, but they also showed that disruption of the way the molecule is handled in the cell could be behind most resistance. Most importantly, they found that tumor cells with either type of resistance continued to be sensitive to the new class of irreversible EGFR inhibitors. One of these drugs is already in the process of clinical testing, and members of the MGH team are planning to conduct a clinical trial for appropriate lung cancer patients.

"These irreversible inhibitors form an unbreakable bond with the EGFR molecule," says Daniel Haber, MD, PhD, *(shown below)* director of the MGH Cancer Center and senior author of the *PNAS* paper. "The initial group of EGFR inhibitors can fall off the receptor, but once the irreversible inhibitors bind, the receptor is permanently out of commission."



Eunice Kwak, MD, PhD; Raffaella Sordella, PhD; Daphne Bell, PhD; and Nadia Godin-Heymann, PhD, are co-first authors of the *PNAS* study. Additional MGH co-authors are Ross Okimoto, Brian Brannigan, Patricia Harris, David Driscoll, Panos Fidias, MD, Thomas Lynch, MD, Sreenath Sharma, PhD, Kurt Isselbacher, MD, and Jeffrey Settleman, PhD.

Grant to MGH researcher supports minority scientists

Mark Poznansky, MD, PhD, a researcher in the MGH Infectious Disease Unit and the Partners AIDS Research Center (PARC), recently received a grant of $100,000 to support the work of minority junior scientists in his lab. The donation, an anonymous gift from an Atlanta-based group committed to supporting minorities pursuing careers in health care, currently supports Natasha White, a 2004 Boston University graduate doing HIV and AIDS research at the PARC under Poznansky's supervision. Eventually, White hopes to work as a physician assistant at an MGH or Boston-area HIV/AIDS clinic. Funds from this grant previously enabled Poznansky to train Dalhia Doughty and Elva Granado, two young minority scientists who subsequently earned admission to doctoral degree programs at Duke and Southwestern Universities.

White and Poznansky

Poznansky is delighted that the grant makes it possible for him to further his own commitment to the career development of minority scientists. He credits John Potts, MD, MGH director of Research *emeritus*, and Win Williams, MD, director of the MGH Multicultural Affairs Office, for enabling the generous gift. "Drs. Potts and Williams were crucial to making these donors feel comfortable supporting this project at the MGH," Poznansky says. "Without their help, receiving these funds would not have been possible, and I am very grateful to both of them." ●

MGH hosts neurofibromatosis symposium

The MGH, along with the New England Chapter of the Children's Tumor Foundation, hosted a medical symposium May 15 at CNY for people affected by neurofibromatosis (NF) and their families.

NF is a genetic disorder that affects one in every 4,000 babies born. It causes tumors to grow on nerves anywhere in the body – including the brain and spinal cord. The disease can lead to a wide range of complications including blindness, deafness, loss of limbs, chronic pain, paralysis, skeletal defects, cardiovascular problems and cancer. The disease affects people of all races and gender, and half of all cases arise at random in families with no genetic history of NF.

The symposium featured two separate components, which ran concurrently: "Day at the Lab" was held for children ages 9 to 16. The event allowed children who are affected by the disease to visit MGH laboratories where NF research is conducted and gave them the opportunity to speak directly with researchers to learn about the studies. The children also gained hands-on experience as "scientists for the day."

The second component of the symposium was geared toward adults with NF. "Meet the Researchers," allowed participants to learn more about current issues, treatment and research into NF and also gave them the opportunity to talk directly with the researchers.

Young NF patients experience a "Day at the Lab."

MGH HOTLINE

Clinical collaboration with Mount Kisco Medical Group

The MGH and the Massachusetts General Physicians Organization (MGPO) announced this week an agreement that will extend the expertise, care and services of the MGH to patients of Mount Kisco Medical Group (MKMG), located in the Hudson Valley in southern New York.

The agreement, which establishes the MKMG as a clinical affiliate of the MGH and the MGPO, will help give MKMG patients who need highly specialized medical care easy access to MGH and MGPO physicians and the breadth of services offered by the hospital. Under the agreement, a designated MGH physician will be available to respond to MKMG requests for medical care and consultation as well as coordinate various services for MKMG patients referred to the MGH. The collaboration also enables patients of MKMG to participate in specific clinical trials under way at the MGH aimed at identifying new and better treatments for complex disorders. In addition, educational programs and opportunities at the MGH will be available to MKMG physicians, and MGH and MKMG staff will jointly provide health information programs to the Mount Kisco community.

"We have seen an increasing number of patients who have been traveling from neighboring states to the MGH to get specialized kinds of care, therapies or procedures or to participate in clinical trials," says David Torchiana, MD, chair and CEO of the MGPO. "We see this affiliation with the MKMG as an important way not only to enhance our ability to serve the needs of patients in New York but also to make the services that the MGH can provide available to a broader community. We are enormously pleased to be associated with the talented physicians and staff of the Mount Kisco Medical Group, who are focused on providing the best possible network of services to their patients."

MGH introduces barcoded wristbands

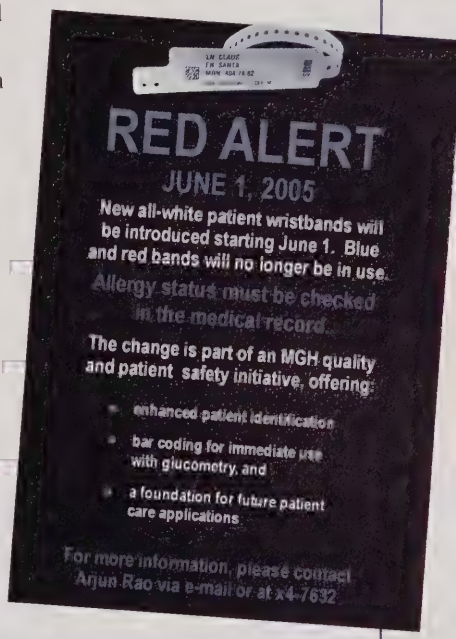
Beginning June 1, the MGH will introduce a new patient wristband as part of an important quality and safety initiative. The all-white bands, which feature barcoding capabilities, are specifically designed for ease of reading. The new barcoding feature will allow staff to scan a patient's wristband to electronically store the medical record number with improved accuracy. The bands will replace the red and blue bands the hospital currently uses.

"This seemingly simple change will lay the foundation for a variety of patient safety initiatives," says Jeanette Ives Erickson, RN, MS, senior vice president for Patient Care Services and chief nurse. "Eventually, vital medical and health information, such as blood types and allergies, may be stored in the barcoding and cross-referenced with blood products and medications being administered."

During a four-week pilot on White 8, there was a 100 percent accuracy rate in patient identification, compared to an expected 3 percent error rate with manually entered medical record numbers.

Wristband-specific printers have been installed on each unit that will be using the new wristbands, and training sessions are being held for operations associates and other staff who access patient information in PATCOM. Units that treat infants are expected to change over to this new system at a later date.

For more information, send e-mail to Arjun Rao at *arao1@partners.org* or call (617) 724-7632. For background information and tutorials, visit *http://pcs.mgh.harvard.edu/secure/wristbands/wristband_Index2.asp*. ●


RED ALERT
JUNE 1, 2005
New all-white patient wristbands will be introduced starting June 1. Blue and red bands will no longer be in use.
Allergy status must be checked in the medical record.
The change is part of an MGH quality and patient safety initiative, offering:
enhanced patient identification
bar coding for immediate use with glucometry, and
a foundation for future patient care applications
For more information, please contact Arjun Rao via e-mail or at x4-7632

Hand hygiene helps keep patients healthy

The results are in for the first-quarter of the 2005 MGH Hand Hygiene Clean Sweepstakes contest, and 10 patient care units have met the first-quarter goal. Ellison 4, Ellison 9, Ellison 14, Ellison 18, White 11, Bigelow 9, Bigelow 11, Blake 6, Yawkey 8 and the Dialysis Unit are all being recognized for achieving a compliance rate of 50 percent before patient contact and 80 percent after patient contact for hand hygiene.

Of these 10 winning units, five units have already met the second-quarter goal of 60 percent before and 80 percent after contact, and two units have met the third-quarter goal of 70 percent before and 80 percent after contact. While the fourth-quarter goal of reaching an 80 percent compliance rate for both before and after patient contact seems like a huge challenge, two units have already met that goal as well.

The average hospitalwide results for quarter one were 52 percent before and 71 percent after contact with a patient or a patient's environment.

Sponsored by the STOP – Stop Transmission of Pathogens – task force, the Clean Sweepstakes is a friendly competition among patient care units to encourage all MGHers to use Cal Stat – a waterless hand disinfectant – before and after patient contact to help reduce the rates of hospital-acquired infections and improve patient care.

For the second quarter of 2005, any unit that achieves both a compliance rate of at least 60 percent before and 80 percent after contact with a patient or a patient's environment will receive a reward. ●

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MGH HOTLINE

WHAT'S HAPPENING

Boston Heart Party screenings
MGHers are invited to free screenings for cholesterol, blood pressure and glucose at the Boston Heart Party May 25, from 10 am to 2 pm under the Bulfinch Tent. Randy Zusman, MD, a leading cardiologist from the MGH Heart Center, will be speaking about stroke, heart attack, high blood pressure, cholesterol and diabetes and will answer questions from noon to 1 pm. For more information, call (866) MGH-8910 or visit *www.bostonheartparty.com.*

Blood Donor Center summer hours
In response to blood donor requests, the MGH Blood Donor Center will be adjusting its hours for the summer months. From June 1 to Sept. 1, the center will be open from 7:30 am until 4:30 pm on Wednesdays, and will be closed on Mondays. The center will remain open Tuesdays, Thursdays and Fridays from 8:30 am to 4:30 pm for blood donations. Hours for platelet donations are Tuesdays and Thursdays from 8:30 am to 5 pm, Wednesdays from 7:30 am to 4:30 pm, and Fridays from 8:30 am to 3 pm. For more information, call (617) 726-8177.

Women's health night
The MGH Community Health Associates will sponsor the fifth annual women's health night "Celebrating Women, Living a Vibrant, Healthy Life" May 25, from 5 to 8:30 pm at the Steriti Memorial Rink, 561 Commercial St. in the North End. This free event includes a light supper, raffles and information about women's health issues, nutrition, exercise, women's cancers, yoga, massage and more. For more information, call (781) 485-6400 or visit *www.massgeneral.org/cha/cha_womens.htm.*

CRP seminar
The Clinical Research Program (CRP) and the Laboratory of Computer Science will offer "Using the Web-based Partners Research Patient Data Registry to Find Patient Cohorts for Clinical Research Studies" May 25, from 4 to 5 pm in the O'Keeffe Auditorium. Registration is recommended. To register, visit *http://crnet.mgh.harvard.edu.* For more information, call (617) 726-1669 or send e-mail to *crpedu@partners.org.*

EAP open house
Partners Employee Assistance Program (EAP) will host an open house May 24, from 2:30 to 5 pm, to celebrate their new location at 175 Cambridge St., suite 320. Tours of the new space will be given, and staff will be available to greet employees. Light refreshments will be served.

Free summer help available
The City of Boston's Summer Jobs program provides staffing support to MGH and Partners departments and meaningful part-time employment to Boston youth. This resource is available through two MGH Community Benefit youth employment programs – SummerWorks and Jobs for Youth (J4Y). Each program is supported by an on-site program manager who works closely with participating departments and the student employees. For more information about SummerWorks, call (617) 724-6424. For more information about J4Y, call (617) 724-8326.

Senior health fitness class
MGH Senior HealthWISE and the Clubs at Charles River Park will offer group fitness classes for seniors 60 years and older who are new to exercise, re-entering a fitness program after rehabilitation or have certain chronic conditions. Classes begin June 6 at the Clubs. A trial class will be held June 1 at 2 pm. Pre-registration is required. To register or for more information, call (617) 726-2900.

Support Service Employee Grant program
Applications now are being accepted for the MGH Support Service Employee Grant Program. The grant is open to eligible non-exempt employees seeking to improve their skills. For a list of eligible criteria or to download an application, visit *http://is.partners.org/hr/New_Web/mgh/mgh_training.htm* or contact the Training and Workforce Development Office at (617) 726-2230. The deadline is June 10.

Submit news tips and story ideas to the *MGH Hotline*

Contact Victoria Brady, editor, at (617) 724-6433; or
Amy Moquin, assistant editor, at (617) 724-2753;
Christine Johanson, staff writer at (617) 726-0275;
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
165 Cambridge Street, Suite 600
Boston, MA 02114.
www.massgeneral.org/news/

MGH Hotline is published weekly by the MGH Public Affairs Office.

(617) 726-2206

Charles/MGH T station update

There will be a change in the pedestrian path between the Yawkey Center for Outpatient Care and the MBTA Charles/MGH temporary station. From 7 pm to 5 am May 22 to 25, the pedestrian path will cross under the train trestle about 30 feet east of the current location. The new path will be clearly marked.

The Charles/MGH T station also will be shut down during Memorial Day weekend, from 9 pm May 27 until 5:30 am May 31. The MBTA will run bus service to replace train service. Buses will stop at Park, Charles/MGH and Kendall Square stations.

May 27, 2005

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Helping employees realize their dreams

Carlos Vasco, an employee in MGH Patient Transportation, is college-educated and worked as an engineer in his native Colombia. When he came to America in 2002, he spoke so little English that his interview with patient transport supervisor Krys Klincewicz was conducted through an interpreter. With Klincewicz's support, Vasco currently is enrolled in a pre-college English reading and writing class through the Partners in Career and Workforce Development (PCWD) program, improving his fluency and preparing to advance his career. Thanks to the PCWD program and his own hard work, Vasco is moving toward his American dream – applying to a Boston-area graduate program to earn his MBA with a concentration in health care administration.

The PCWD program was established in December 2003 through a grant to create health care career opportunities for low-income Boston residents and to address an urgent need for skilled and educated health care professionals in nursing, radiology technology and surgical technology. Since its inception, some 200 employees at the MGH, BWH and Spaulding Rehabilitation Hospital have benefited from the array of courses and services available through the Partners-based program, and many more have taken advantage of interactive career planning tools and resources available on the PCWD website.

The PCWD program supports two major sub-programs – an incumbent worker initiative and pre-employment training. Through the incumbent worker initiative, the PCWD offers educational courses and programs developed in collaboration with community colleges and community-based workforce development organizations and provides career coaching and planning for workers looking to transition into health care careers. Pre-employment training is offered four times a year through a five-week

(Continued on Page 3)

MGHers work hard to make a difference

With the June 29 poster display and reception for the 2005 Making a Difference grant program approaching, this year's 20 grant recipients are hard at work putting the final touches on their projects. The Making a Difference grant program – sponsored by the MGH and the Massachusetts General Physicians Organization – offers up to $5,000 in support of employee initiatives to improve the quality of care at the hospital for patients, their families and employees. Lori Pugsley, an MGH Vincent Obstetrics family education coordinator, and Julie Piotrowski, PNP, of Pediatric Surgery for MassGeneral Hospital for Children (MGHC), are two of this year's recipients who have witnessed the success of their projects.

Pugsley's project, "A Belly Full of Empathy," has helped create another level of teaching and learning for the childbirth classes held at the MGH and the Chelsea and Revere health centers. The empathy belly is a 35-pound pregnancy simulator that allows the partner of the pregnant woman to temporarily experience more than 20 of the typical symptoms of pregnancy. It has received an overwhelmingly positive response from class participants as well as the educators. "The empathy belly has been extremely helpful to the program, and our couples have responded well," says Pugsley. "Many of the husbands have said that the experience has opened their eyes to what their wives are going through."

Pugsley feels that the Making a Difference grant program has been a great resource. "The application process was easy and there was always someone to offer guidance," she says. "Throughout the whole process, I never felt unprepared or unaware of information. It's been a great experience."

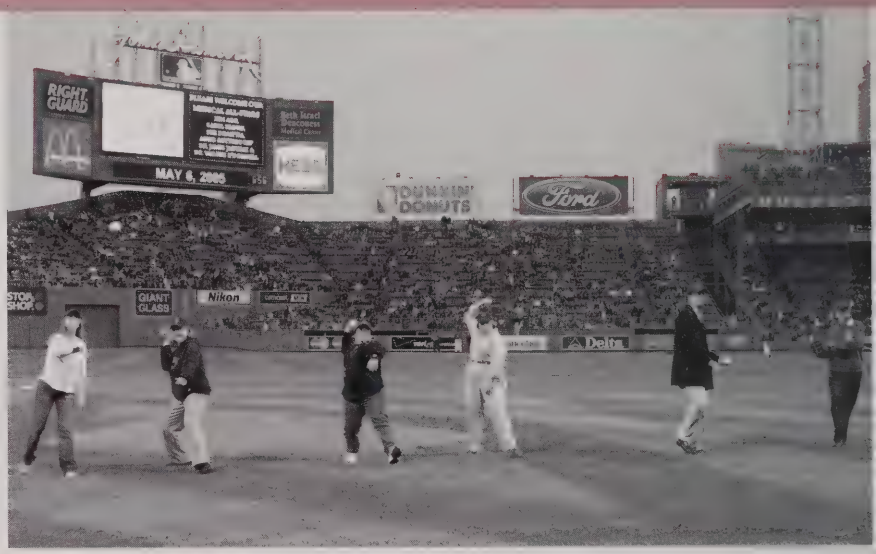
Piotrowski's project "Parents Online, Not Sidelined" resulted from

(Continued on Page 2)

Kevin Pian of MGH Radiology models the empathy belly with Pugsley.

Batter up: MGHers throw the first pitch

An MGH all-star team had the once-in-a-lifetime chance to throw out the ceremonial first pitch at the Red Sox vs. the Seattle Mariners game May 6. The six MGH doctors and nurses were selected for being primary caregivers of Terry Francona, team manager for the Red Sox, who was hospitalized in early April. ●



From left, Kim Ago, RN, Carol Brown, RN, Sue DiMattia RN, NP, and Anne Guttendorf, RN, NP, all of MGH Cardiology; James Januzzi, MD, also of MGH Cardiology and team cardiologist for the Red Sox; and Walter O'Donnell, MD, clinical director of MGH Pulmonary and Critical Care.

Learning more about quality and safety from employee-patients

As a part of the hospital's ongoing effort to improve the quality and safety of patient care, the MGH is launching a project that will explore the patient's perspective on the care they have received.

For the next three months, an MGH team will conduct confidential interviews of MGH employees and staff – who also are patients at the hospital – to find out more about their patient care experiences. The project is under the direction of Susan Edgman-Levitan, executive director of The Stoeckle Center for Primary Care Innovation. "By obtaining feedback from people who have a keen understanding of the health care system, the hope is that the hospital might gain better insights into what works well and what areas need improvement," says Edgman-Levitan.

The ultimate goal of the interview initiative is to create a series of case studies that will supplement the hospital's quantitative data about quality and safety issues. The interviews will examine topics such as respect for patient preferences, preparation for discharge and treatment of families. The team will then forward a summary report of its findings to Patient Care Services and the Quality Oversight Committee, which is a part of the hospitalwide Strategic Planning Committee.

"As one of the country's leading health care institutions, it is critical that we look beyond the data to better understand the level of care we are providing patients," says Gregg Meyer, MD, medical director of the Massachusetts General Physicians Organization (MGPO) and champion of the MGH Strategic Planning Committee for Quality and Safety.

All MGH and MGPO employees who are patients at the MGH are invited to participate. For more information, contact either Edgman-Levitan at *sedgmanlevitan@partners.org* or Meyer at *gmeyer@partners.org*.

— MGHers work hard to make a difference

(Continued from Page 1)

her involvement with the MGHC Family Advisory Committee – a group of parents of children with chronic diseases. She learned that parents would spend long hours caring for their children at the hospital leaving little time for their other commitments and daily tasks. While the Blum Patient and Family Learning Center has computer and Internet access for patients and families, parents often do not like to leave their child's bedside even for a few moments. Piotrowski asked for funding for two laptops dedicated to parental use on Ellison 17 and 18. "The goal of the laptops is to provide comfort and peace of mind for parents," say Piotrowski. "The laptops allow parents to stay with their child and at the same time communicate with family, friends and employers, research medical information and keep up with daily tasks such as paying bills."

Piotrowski, along with Daiva Braunfelds of MGHC, also has been assisting with the "Child Friendly Induction Room" project after the original grant author Cathy Hovasse left the MGH. The goal of this project is to carry the ocean mural motif that is on Ellison 17 and 18 into the induction room – the area outside of the Operating Room where pediatric patients prepare for surgery – to help children feel more at ease.

All MGHers are invited to the Making a Difference grant program reception and poster display June 29, from 3 to 4:30 pm in the Trustees Room. Applications for the 2006 grant program will be available at the reception and at information tables in the Main Corridor July 7 and 12. Applications are due by Aug. 15. For more information, call (617) 726-1816 or send e-mail to *mcassamas@partners.org*. ●

MGH HOTLINE

Haddad lecture features prominent Harvard economist

The third annual Ernest M. Haddad Lecture in Law and Ethics took place April 28, featuring guest speaker David Cutler, professor of Economics and associate dean for the Faculty of Arts and Sciences for Social Sciences at Harvard University. Cutler also is the author of *Your Money or Your Life*, a book that tackles some of the major obstacles health care policymakers and caregivers face in attempting to improve the health care system in the United States. His lecture focused on some of the issues chronicled in his book, such as the costs and benefits of health care, the value of medical advances and options for reforming the health care system.

The Ernest M. Haddad Lecture series was created in 2003 to recognize Haddad, who served as the general counsel at the MGH and Partners HealthCare for 21 years. He now is at Boston University School of Law, where he served as a faculty member and dean from 1966 to 1971. Haddad was instrumental in many key developments at the MGH during those years and created a full-service legal office that continues to provide legal support to the MGH and Partners. Haddad was particularly known for setting the highest standards of ethics and conduct, as evidenced by his leading role in developing a comprehensive code of conduct and conflict of interest policy for both the MGH and Partners. It was in recognition of this aspect of his work at the MGH that this lecture series was dedicated to him. ●

Haddad

— *Helping employees realize their dreams*

(Continued from Page 1)

program that provides health-care-focused, job readiness training for community residents who may be suitably matched to entry-level openings at Partners institutions.

Lisa Kling, communication and information manager of PCWD, says the two programs are an important part of Partners' efforts to promote higher education and career advancement as well as fulfill the workforce needs of all Partners hospitals. Managers experience the satisfaction of serving as Workforce Development champions for their employees, and employees gain access to opportunities they might not have had previously. "We've learned that the partnership between the employees and their supervisors is critical to retention, advancement, job satisfaction and performance," Kling says.

The PCWD program hopes to reach 35 additional MGH employees in 2005. Employees in all areas of the hospital are eligible and must be referred by their supervisor or manager. For more information, contact the MGH Training and Workforce Development Office at (617) 726-2230 or visit the PCWD website at *www.partners.org/pcwd*. ●

ADVANCES

Immune factor may improve Crohn's disease symptoms

A drug that stimulates a specific part of the immune system may improve symptoms of Crohn's disease, according to a study in the May 26 issue of the *New England Journal of Medicine (NEJM)*. An MGH-led research team reports that treatment with the growth factor GM-CSF significantly reduced symptom severity and improved quality of life after 56 days of daily drug injections.

"We've proposed that the inflammation occurring with Crohn's is actually secondary to an earlier problem – a defect with the gastrointestinal innate immune system, which stops microbes from entering the body," says Joshua Korzenik, MD, co-director of the MGH Crohn's and Colitis Center and lead author of the *NEJM* study. "If normal intestinal bacteria are not controlled by the innate immune system, a compensatory secondary inflammation could produce the symptoms of Crohn's."

Korzenik has been investigating this hypothesis for several years, in collaboration with Brian Dieckgraefe, MD, PhD, of Washington University School of Medicine in St. Louis. The researchers developed their hypothesis based on studies of certain genetic disorders known to affect the innate immune system, some of which feature symptoms virtually identical to those of Crohn's.

Patients with moderate to severe Crohn's disease enrolled in the study at 28 centers across the United States. Of the 94 participants who completed the 56-day treatment cycle, 57 received daily injections of GM-CSF while 37 received placebo injections. Based on a standard index of Crohn's disease symptoms, significantly more participants receiving GM-CSF were judged to have major improvement or remission of their symptoms than those receiving placebo injections. "We're encouraged that these results support this new understanding of Crohn's and hope they will lead to a new treatment option for the disease," says Korzenik.

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MGH HOTLINE

WHAT'S HAPPENING

Clinical Research Day poster design class

The MGH Photography Department will offer two poster design classes June 9, from 8 to 9 am in the Thier (formerly Wellman) Conference Room and June 16, from 4 to 5 pm in the Haber Conference Room for those who have submitted abstracts for Clinical Research Day. The sessions will provide an overview of the poster design process and give researchers an opportunity to have specific questions answered. Handouts with step-by-step instructions and CDs with poster templates will be available. Registration is required. To register, visit *http://crnet.mgh.harvard.edu/education/education.asp.*

The Photography Department also is offering discounted printing prices as an incentive for early submission of Clinical Research Day posters. Files received by June 7 will receive a 30 percent discount; by June 14, a 20 percent discount; and by June 21, a 10 percent discount. Class attendance is not required to receive this discount. Reference Clinical Research Day when submitting files.

Blood Donor Center summer hours

In response to blood donor requests, the MGH Blood Donor Center will be adjusting its hours for the summer months. From June 1 to Sept. 1, the center will be open from 7:30 am until 4:30 pm on Wednesdays, and will be closed on Mondays. The center will be open Tuesdays from 8:30 am to 5:30 pm, and Thursdays and Fridays from 8:30 am to 4:30 pm for whole blood donations. Hours for platelet donations are Tuesdays and Thursdays from 8:30 am to 5 pm, Wednesdays from 7:30 am to 5 pm, and Fridays from 8:30 am to 3 pm. For more information, call (617) 726-8177.

Free summer help available

The City of Boston's Summer Jobs program provides staffing support to MGH and Partners departments and meaningful part-time employment to Boston youth. This resource is available through two MGH Community Benefit youth employment programs – SummerWorks and Jobs for Youth (J4Y). Each program is supported by an on-site program manager who works closely with participating departments and the student employees. For more information about SummerWorks, call (617) 724-6424. For more information about J4Y, call (617) 724-8326.

Community Benefits anniversary

The MGH Community Benefit Program will celebrate its 10th anniversary June 6, from 1:45 to 3 pm under the Bulfinch tent. Join keynote speaker Sen. Edward Kennedy and celebrate 10 years of partnering to improve community health.

Charles/MGH station closure

The Charles/MGH T station will be shut down during the Memorial Day weekend, from 9 pm May 27 until 5:30 am May 31. The MBTA will run bus service to replace train service. Buses will stop at the Park, Charles/MGH and Kendall Square stations.

MGH to host health care disparities conference

Peter L. Slavin, MD, president of the MGH, and members of the MGH Committee on Racial and Ethnic Disparities invite all employees and staff to attend the Racial and Ethnic Disparities in Health Care Conference June 27, from noon to 1 pm in the O'Keeffe Auditorium. The conference will feature the viewing of "Worlds Apart" a documentary film that captures the experiences of a group of diverse patients with chronic medical conditions as they face the cross-cultural challenges of today's health care environment.

Robert Phillips, a kidney transplant recipient who was featured in the documentary, will join a panel discussion after the film, along with Win Williams, MD, director of the MGH Interventional Nephrology and Transplant Unit and director of the MGH Multicultural Affairs Office, and Angelleen Peters-Lewis, RN, PhD (c), nurse manager for the MGH Gastrointestinal Endoscopy Unit.

The event is co-sponsored by Patient Care Services, the Community Benefit program, the Multicultural Affairs Office, the Association of Multicultural Members of Partners and the Massachusetts General Physicians Organization.

Submit news tips and story ideas to the *MGH Hotline*

Contact Victoria Brady, editor, at (617) 724-6433; or
Amy Moquin, assistant editor, at (617) 724-2753;
Christine Johanson, staff writer at (617) 726-0275;
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
165 Cambridge Street, Suite 600
Boston, MA 02114.
www.massgeneral.org/news/

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June 3, 2005

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

MGHers caught in jailbreak

There may not have been any police escorts, sirens or handcuffs, but members of MGH leadership found themselves in the middle of a "jailbreak" May 27 as they participated in an unusual ground-breaking event to commemorate the beginning of construction of a four-star hotel on the Charles Street Jail site, next door to the Yawkey Center for Outpatient Care. Boston hotel developer Dick Friedman of Carpenter & Company welcomed MGH leaders, public officials and guests. Peter L. Slavin, MD, president of the MGH, was among the guest speakers.

"This section of the city is an important gateway into the city of Boston, and unfortunately, it hasn't been a very attractive or welcoming section," said Slavin. "But all that is changing. In a well-coordinated and collaborative manner, the city of Boston, the MBTA, Carpenter & Company and the MGH have been working together to transform this area into an inviting, vibrant and attractive place to live, work and visit."

The 308-room hotel will feature restaurants, a bar, health club and conference room space and is expected to be completed in two years.

From left, William Galvin, Massachusetts secretary of state, Boston Mayor Thomas Menino, Friedman, Slavin, Mark Maloney, director of the Boston Redevelopment Authority and John Fish, president of Suffolk Construction

Getting their kicks: Program boosts confidence of kids with epilepsy

At Derrick Clark's karate studio in Newton, 10 kids wearing traditional karate uniforms practice in front of a large mirror. They take their work seriously, executing the kicks and thrusts that make up karate's essential forms, but – like any other group of 7- to 14-year-olds – dissolve into giggles when one of them flubs a move or does something silly. And that is just the point. For an hour every week, these children, patients in the MassGeneral Hospital for Children's Pediatric Epilepsy Program, feel like any other youngsters and not kids with an often debilitating diagnosis.

From left, class participants Isabel Aguirre, Cherinee Smith and Madeleine Ferry

In the past two years, Clark has run four 10-week programs for MGH patients under the guidance of Elizabeth Thiele, MD, PhD, director of the MassGeneral Hospital for Children's Pediatric Epilepsy Program, and MGH neuropsychologist Amy Morgan, PhD. Clark has taught karate to Thiele's own children for years, and she had seen firsthand the benefits the sport could provide. "Research has shown that karate can have a positive psychological effect on children," Thiele explains. "The structure, the discipline and the opportunity to be in an environment with kids like themselves all serve to boost self-esteem and self-image."

For some of the kids who have participated in the program, the effects have been nothing short of life-changing. Patients who were so severely depressed by their illness that they

(Continued on Page 2)

Network conference connects cancer patients and survivors

The Network for Patients and Families – a peer-support program at the MGH Cancer Center for patients, family members, partners and friends living with a diagnosis of cancer – held its annual spring conference, "Building a Community of Cancer Survivors Through Information, Communication and Support," May 21 at the MGH. The conference offers an educational program and allows cancer patients and their families the chance to talk with others going through the same experiences as well as to provide support to one another.

The conference consisted of a wellness fair in the morning presented by the HOPES – Helping Our Patients and Families through Education and Support – program in the WACC lobby and an afternoon presentation in the O'Keeffe Auditorium. The wellness fair provided demonstrations and information about massage, qigong – a gentle exercise that combines physical movement and meditation – yoga, healing music, acupuncture, writing and art to reduce stress. The program featured "Re-Energize: Manage Fatigue Associated With Cancer," presented by William Pirl, MD, director of the MGH Cancer-Related Fatigue Clinic, and "Enhance Your Life: Mind, Body and Spirit," presented by Ann Webster, PhD, of the Mind Body Medical Institute.

A second fall conference will be held Oct. 22. To be placed on the Network conference mailing list, call the Cancer Resource Room at (617) 724-1822.

Conference attendees get massages

Recognizing an outstanding career

Colleagues near and far joined together for a "Day of Science" symposium and a special dinner to honor the outstanding career of Patricia Donahoe, MD, current director of Pediatric Surgical Research Laboratories and former chief of the Pediatric Surgical Service for MassGeneral Hospital for Children. Held at the Fairmont Copley Plaza Hotel in Boston, the two-day celebration drew prestigious pediatric surgeons and researchers from around the globe to recognize the many contributions Donahoe has made to the fields of pediatric surgery and pediatric research. A special dinner in Donahoe's honor was held May 26 and the "Day of Science" symposium May 27 featured guest presenters who spoke on a variety of research topics.

Donahoe with David MacLaughlin, PhD, associate director of the Pediatric Surgical Research Laboratories

— Program boosts confidence of kids

(Continued from Page 1)

refused to participate in initial classes start coming in with smiles, excited in a way that carries over to their everyday lives. Kids with such difficulty coordinating and controlling their body movements that they had to sit out portions of early classes, have gone on to earn their yellow belts. Most of the participants have severe epilepsy, and it is not uncommon for one of them to have a seizure in class. With Thiele and a roomful of understanding peers on hand, the experience can be positive rather than frightening. "Many of these kids have never been around other children with epilepsy," Thiele says. "To see what a seizure looks like and to know that it's happening in a place that's safe is enormously comforting."

Thiele and Morgan have been collecting outcomes data to quantify the impact of the karate program on anxiety and quality-of-life issues in young epilepsy patients. With the graduation of the most recent class – bringing the total number of participants to about 30 – Thiele and Morgan now have enough data for a paper they plan to publish later this year.

With the growing success and popularity of the program, it is Thiele's hope to expand the enrollment to a wider pool of candidates. In the meantime, although the most recent class received their belts in a ceremony May 14, all 10 participants have decided to continue on together to work on advanced skills. "Derrick Clark and this program have given these kids an incredible gift – the chance to feel not like kids with epilepsy, but just kids," Thiele says. ●

MGH HOTLINE

MGH honors community women as role models of good health

Massachusetts chairman of the House Ways and Means Committee Robert DeLeo was on hand May 25 to congratulate seven community residents who were honored by the MGH as role models of good health at the fifth annual "Celebrating Women: Leading a Vibrant, Healthy Life" women's health fair. More than 400 area women gathered for the event presented by MGH Community Health Associates at the Steriti Memorial Rink in the North End.

The benefits of the Mediterranean Diet were highlighted at this year's event, as guests sampled food recommended for this healthy way of eating and learned to incorporate the diet's principles into their daily eating habits. Participants also gathered information and engaged in discussions about a variety of women's health issues, including heart disease, menopause, diabetes, nutrition, depression, smoking cessation and cancer. Health care providers from the MGH and its community health centers were on hand to answer questions. Blood pressure screenings, massage and reiki therapy sessions also were available.

Former state representative and broadcast personality Marjorie Clapprood presented the Celebrating Women Award to women from the Back Bay, Charlestown, Chelsea, Everett, the North End, Revere and Winthrop. The women, chosen by their community health centers, were honored as role models of good health, and were introduced by young women in the community who found inspiration in the lives of the honored women.

Peter L. Slavin, MD, MGH president, introduced DeLeo, who said, "When I think about the MGH, I think about the community health centers that allow all members of the community to benefit from the world-class health care that the MGH has to offer." ●

From left, DeLeo, award winners Belle Liberman and Dorothy Spinazzola, Slavin, Anne Richmond of MGH Community Health Associates and Clapprood.

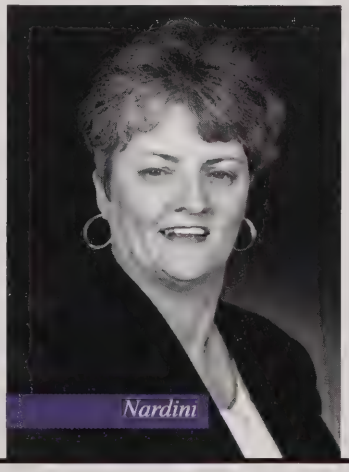
In memoriam: Jean M. Nardini, RN, MSN

Jean M. Nardini, RN, MSN, who served as nurse manager in the MGH Hemodialysis Unit, died May 23 after a long illness. She was 61.

Nardini was recruited into the emerging field of hemodialysis nursing in the late 1960s, and during the ensuing 35 years helped create, build and shape the MGH program into today's premier center for the care of patients with end-stage renal disease. Nardini quickly established herself as an expert resource in the field of hemodialysis nursing throughout the MGH community, as well as nationally and internationally.

Her colleagues describe Nardini as a woman who could quickly sense what was needed in any situation and then do the right thing. She could be direct, outspoken and willing to go to the mat one minute, and then the next minute switch gears and provide a kind, caring and sympathetic shoulder to a staff member facing a personal problem.

"She took charge and ran the show in a way that inspired confidence and trust," says Nyla Shellito, RN, a nurse in the Hemodialysis Unit who worked with Nardini for more than two decades. "Jean also knew how to poke fun at herself, and she was masterful at lightening a tense moment with a well-placed, well-timed quip. We loved her, and we miss her terribly." Nina Tolkoff-Rubin, MD, director of the Hemodialysis Unit and Renal Transplant Unit, says that Nardini was tough but always fair. "Jean was an extraordinary teacher of nurses, scores of physicians and fellows and always a compassionate and articulate patient advocate," Tolkoff-Rubin says. "She never lost her love of working in the trenches and getting her hands dirty. She was truly a force of nature."



Nardini

In recognition of Nardini's many contributions to the hospital, the Jean M. Nardini, RN, Nurse of Distinction Award was established to honor nursing practice characterized by trust and wisdom. Nardini was the first recipient of the award, receiving it May 10 on her last visit to the unit. In a similar ongoing tribute, the MGH Board of Trustees has approved a plan to raise funds to name the place that grew and flourished under her expert and caring eye – the Jean M. Nardini, RN, Hemodialysis Unit.

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MGH HOTLINE

CRP seminar
The Clinical Research Program (CRP) will offer "Insight: A Versatile Research Tool" June 8 from noon to 1 pm in the Thier (formerly Wellman) Conference Room. Topics to be covered include what resources currently are available in tracking status and meeting schedules for IRB applications, and what is currently being piloted with a selected group of users to facilitate online IRB submissions. Registration is required by June 6. To register, call the CRP reservation line at (617) 726-1669. Lunch will be served at 11:45 am. This lecture qualifies for 1.2 contact hours for registered nurses.

Senior HealthWISE
MGH Senior HealthWISE will sponsor "Complementary and Alternative Therapies: What's That All About?" June 14, from 11 am to noon in the Walcott Conference Rooms. Debbie Essig, MSW, LICSW, of MGH Social Services and co-director of the MGH Cancer Resource Room, will discuss what complementary and alternative therapies are, why there is so much interest in them and what the trends are for older adults. This seminar is for seniors 60 years and older, and is free of charge. For more information, call (617) 724-6756.

Author to speak about Alzheimer's
The MGH Senior Health Family-Caregiver Support Program will present Joanne Koenig Coste, author of *Learning to Speak Alzheimer's: A Groundbreaking Approach* June 13, from 5:30 to 7 pm in the Walcott Conference Rooms. Coste will discuss how to create a world where persons with Alzheimer's disease can thrive, have opportunities for success and how their self-esteem can remain intact. Refreshments will be served at 5 pm, and there also will be a book signing. Seating is limited. To register, call (617) 724-7324.

Women's health seminar
The MGH Women's Health Coordinating Council, in conjunction with the Stoeckle Center for Primary Care Innovation, the Blum Patient and Family Learning Center and the Harvard Medical School of Excellence in Women's Health, will sponsor "Taking Care of Ourselves: Finding and Using Reliable Women's Health Information" June 7, from 4 to 6 pm in the East Garden Dining Room. Speakers include Judy Norsigian, co-author of *Our Bodies, Ourselves,* and Karen Carlson, MD, director of the MGH Women's Health Associates. Seating is limited. To register, call Mary Ellen Heike, RN, at (617) 724-8044 or send e-mail to *mheike@partners.org*.

Community Benefit anniversary
The MGH Community Benefit Program will celebrate its 10th anniversary June 6, from 1:45 to 3 pm under the Bulfinch tent. Join keynote speaker Sen. Edward Kennedy and celebrate 10 years of partnering to improve community health.

Support Service Employee Grant program
Applications now are being accepted for the MGH Support Service Employee Grant program. The grant is open to eligible nonexempt employees seeking to improve their skills. For a list of eligible criteria or to download an application, visit *http://is.partners.org/hr/New_Web/mgh/mgh_training.htm* or contact the Training and Workforce Development Office at (617) 726-2230. The deadline is June 10.

Clinical Research Day poster design class
The MGH Photography Department will offer two poster design classes June 9, from 8 to 9 am in the Thier (formerly Wellman) Conference Room and June 16, from 4 to 5 pm in the Haber Conference Room, for those who have submitted abstracts for Clinical Research Day. The sessions will provide an overview of the poster design process and give researchers an opportunity to have specific questions answered. Handouts with step-by-step instructions and CDs with poster templates will be available. Registration is required. To register, visit *http://crnet.mgh.harvard.edu/education/education.asp*.

The Photography Department also is offering discounted printing prices as an incentive for early submission. Files received by June 7 will receive a 30 percent discount, by June 14 a 20 percent discount and by June 21 a 10 percent discount. Class attendance is not required to receive this discount. Reference Clinical Research Day when submitting files.

Quality and safety interview project
The MGH is launching a project to explore quality and safety issues from the perspective of MGH employees who also are patients at the hospital. For the next three months an MGH team will conduct confidential interviews with MGH employee-patients to learn more about their patient care experiences. The goal of the interviews is to create a series of case studies that will supplement the hospital's quantitative data about quality and safety issues. All MGH and MGPO employees who are patients at the hospital are invited to participate. For more information, contact Susan Edgman-Levitan at *sedgmanlevitan@partners.org* or Gregg Meyer, MD, at *gmeyer@partners.org*.

Submit news tips and story ideas to the *MGH Hotline*

Contact Victoria Brady, editor, at (617) 724-6433; or Amy Moquin, assistant editor, at (617) 724-2753; Christine Johanson, staff writer at (617) 726-0275;

by fax to (617) 726-7475;

by e-mail to *Hotline@partners.org* or

by mail to the Public Affairs Office, 165 Cambridge Street, Suite 600 Boston, MA 02114.

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June 10, 2005

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Sen. Kennedy helps celebrate 10 years of the MGH Community Benefit Program

Saidali Abiyow was proud to be at the MGH June 6 with his wife and three children. A recent Somali-Bantu refugee and grateful patient of the MGH Chelsea HealthCare Center, Abiyow spoke to a standing-room-only crowd that had gathered under the Bulfinch Tent to celebrate the many accomplishments of the MGH Community Benefit Program in its 10 years of existence. "We came to the United States after living in a refugee camp for 10 years with the hope that our children would have the chance that we did not have," he said. "The MGH has helped our children grow and stay healthy. Thank you for giving us hope and taking such good care of us."

The Abiyow family is one example of how the MGH Community Benefit Program helps people who need it the most. The program has helped many people in many ways – whether it is through the comprehensive health care services delivered at one of the MGH health centers or through one of the program's many partnerships with schools, parents, local government, police, and other organizations that address issues such as substance abuse; domestic violence; access to health care for immigrants and refugees; the homeless; and offering education and career opportunities for Boston youth.

"We want to thank our community partners for their dedication and continued involvement with helping to improve the health of the communities we serve," said Joan Quinlan, director of the MGH Community Benefit Program. "It truly is a privilege to be a part of this program and to channel the work of the MGH into positive results for the communities around us. Today is your celebration."

Delivering the keynote address was Sen. Edward M. Kennedy,

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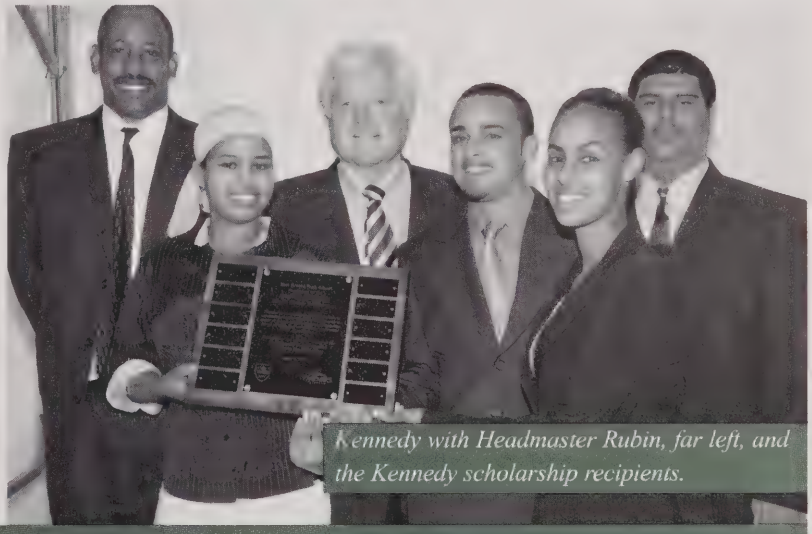

Kennedy with Headmaster Rubin, far left, and the Kennedy scholarship recipients.

Saluting dedicated service: Volunteer Recognition Day

MGH employees, hospital leadership, trustees, families and friends gathered June 2 to pay tribute to a vital group of individuals who make countless contributions to the hospital community – MGH volunteers.

Peter L. Slavin, MD, president of the MGH; Edward Lawrence, chairman of the MGH Board of Trustees; and Jeanette Ives Erickson, RN, MS, senior vice president for MGH Patient Care Services and chief nurse, expressed gratitude on behalf of the hospital for all that volunteers give every day.

The impressive cadre of volunteers has devoted an astounding 182,483 hours of service to MGH patients, their families and visitors. "While the number of volunteer hours are incredible, what is even more extraordinary is that you all give more than just your time – you give your immeasurable compassion and your selfless dedication to making sure that each patient, each family member, each visitor is treated like a member of the MGH family," said Slavin. "Your daily contributions make a remarkable impact on this hospital, and we are grateful for everything that you do."

The celebration honored individual volunteers who have proved to be invaluable assets to the MGH community. Special awards included the Jessie Harding Award for Outstanding Volunteers – which was given to Charles McCarthy, who has contributed 1,150 hours of service since 2003. The Janet Ballantine Oncology Volunteer Award – established by the Ballantine family in honor of former patient Janet Ballantine – was presented to Lynn Duff for her outstanding efforts on behalf of the MGH Cancer Center. The Trustees Award – which recognizes MGH staff members who have demonstrated strong and supportive relationships with the volunteer program – was presented to both the operating rooms nurse liaisons and the PACU nursing staff.

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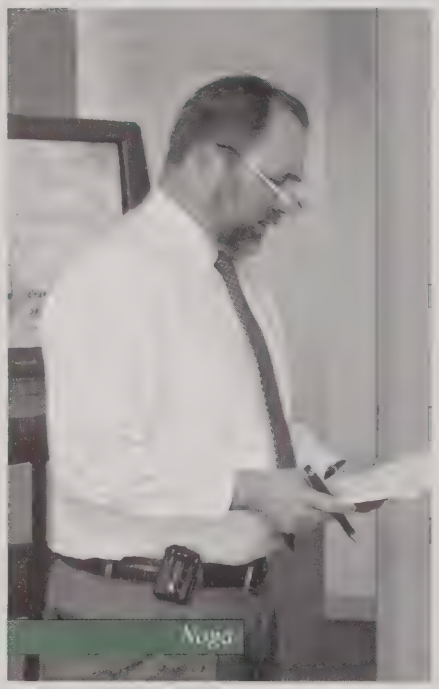

Noga

Learning from Shackleton: Leadership Academy hosts first book club

While it may be hard to pinpoint what qualities are needed to make a good leader, members of the MGH Leadership Academy gathered for their first book club discussion June 2 to learn about the leadership qualities of Earnest Shackleton depicted in the book *Leading at the Edge: Leadership Lessons from the Extraordinary Saga of Shackleton's Antarctic Expedition.*

The book delves into Shackleton and his team's history-making story of survival on an expedition to the South Pole, comparing their journey with contemporary business decision-making and strategizing. Jim Noga, chief information officer for the MGH and the Massachusetts General Physicians Organization, led the book club discussion with 11 participants from the Leadership Academy.

"The choice of a leadership book based on Shackleton's voyage really caught my interest because I've long been intrigued by everything associated with that expedition," says Daniel Hoch, MD, of MGH Neurology and one of the book club participants. "Most of the lessons learned from those adventures are immediately applicable to our lives at the MGH. And while I didn't know in advance who the other participants in the book club would be, I was very happy to discover others with similar enthusiasm and interest in the topic."

The MGH Leadership Academy is a new program to help managers refine their skills to become even more successful leaders at the hospital. To learn more about the MGH Leadership Academy, visit *www.massgeneral.org/leadershipacademy.* ●

Health care reform advocacy opportunities

Partners HealthCare and Blue Cross and Blue Shield of Massachusetts are working together on a new legislative initiative to support comprehensive health care reform to expand coverage for the uninsured, manage costs and provide fair reimbursement for the care of Medicaid and uninsured patients. All Partners and MGH employees are invited to participate in this initiative to help make it a success.

In the coming weeks, employees may be contacted and asked if they are interested in volunteering for a specific advocacy opportunity. To become part of an advocacy network devoted to these issues or for additional information about health care coverage, cost management and reimbursement, visit *www.massachusetts healthreform.org/joinUs.aspx.*

– Sen. Kennedy helps celebrate 10 years

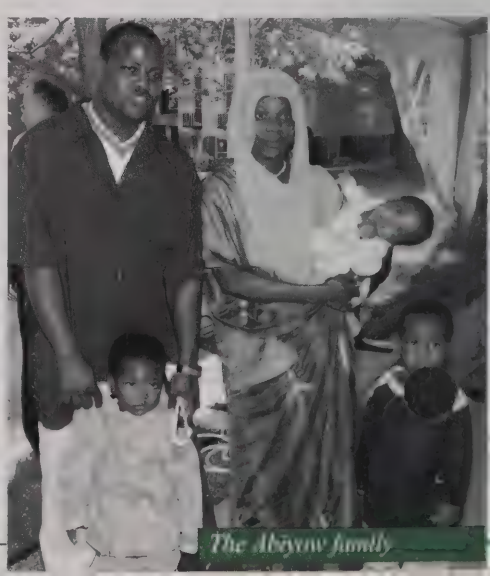
(Continued from Page 1)

who thanked the MGH for setting a national precedent for excellent community-based care. "This kind of collaboration between an academic medical center and the community is a model for the nation, and Chelsea, Revere, Charlestown and the West End are fortunate to have a partner and advocate like the MGH," he said. "The MGH understands the health needs of the people, and you're willing to roll up your sleeves and work on the front lines to solve old problems in new and creative ways."

Kennedy also was joined by Robert Travaglini, president of the Massachusetts Senate, and Thomas Reilly, attorney general for the Commonwealth, who commended the program for its extraordinary work to help the neediest communities in Massachusetts.

MGH and Partners leaders also spoke at the event, sharing their gratitude for the many successes of the program, including Peter L. Slavin, MD, president of the MGH; James J. Mongan, MD, president and CEO of Partners; Edward Lawrence, chairman of the MGH Board of Trustees; and Brit Nicholson, MD, MGH chief medical officer.

The celebration concluded with a special presentation to Sen. Kennedy for his commitment to improving health care and economic opportunity for Massachusetts' residents. The MGH has named its annual scholarship for East Boston High School students the Edward M. Kennedy Health Career Scholarship. Sen. Kennedy's father was originally from East Boston. East Boston High School Headmaster Mike Rubin introduced this year's student recipients. ●


The Abeyew family

MGH HOTLINE

Lawrence and Slavin, center, with Pat Rowell, director of Volunteer Services, third from left, and the volunteer award winners.

— Saluting service: Volunteer Recognition Day

(Continued from Page 1)

Two special recognition awards were presented at the ceremony. The Cancer Center's infusion volunteers were recognized for their support and dedication to patients and staff during the transition to the Yawkey Center for Outpatient Care. And Garrick Richardson, of MGH Parking and Commuter Services and the gatekeeper at the Volunteer Parking Lot, was recognized for exceptional care and attention to volunteers, especially during the snowy and icy winter days.

Service awards also were presented to Rose Buonopane, Ellen Connell, Nancy Hiller, Nicholas Krebs, Elaine Kwiecien, Lorraine Kushner, Joan Litchfield, Sandra Lanier, Jill Martuza, Dave Moccia, Duncan MacDonald, Nancy Magoon and Margaret Puszczewski.

MGH Men Against Abuse group hosts activities

To help heighten awareness about domestic violence issues, the MGH Domestic Violence Working Group is introducing a new men's initiative called MGH Men Against Abuse. The group's goals are to foster awareness and offer educational opportunities about abuse and to encourage everyone – particularly men – to speak up and not remain silent about violence against women.

The group will be hosting an information table with the theme "See it, step up and stop it" during the days leading up to Father's Day June 15, 16 and 17, from noon to 2 pm in the Main Corridor. In addition, a special service will be held June 15 at 11 am in the MGH Chapel on Ellison 1, featuring inspirational readings from abuse survivors and several MGH employees. All are welcome.

For more information about the group, visit *www.massgeneral.org/menagainstabuse.*

Summer fun with the MGH Backup Child Care Center

The warm weather that's finally made its way to New England has many MGH employees thinking about summer vacation – and also about summer childcare arrangements. For many working parents with young children, the coming months can be a challenging time of year with gaps between the end of school and the beginning of summer camp, and regular babysitters aren't always available. Luckily, when it isn't possible to line up time away from work with school vacation and other childcare issues, there is the MGH Back Up Child Care Center.

For children ages 6 to 12, the Backup Center will be offering two vacation clubs – June 20 to July 1 and Aug. 20 to Sept. 2 – as well as a summer fun days curriculum from July 5 to Aug. 19. Both the vacation clubs and summer fun days will provide a range of summer themed activities, including field trips, water days and science explorations. The vacation clubs are charged at a flat rate of $60 per day ($275 per week) and aren't counted toward the Backup Center's limit of 20 visits a year, while summer fun days are offered at the Backup Center's hourly rate and are subject to weekly and yearly limits. Both programs will run from 7:30 am to 6 pm, Monday through Friday.

Backup Center director Patty Pirone emphasizes that MGHers with younger children (15 months to 5 years) will continue to have access to the regular range of programs and services during this time. "The summer curriculum was developed to meet the needs of part-time workers and others with school-aged children who can't take a vacation day every time there is no school," she says. "We're excited about being able to offer something special to fill that void. However, our mission remains providing emergency childcare to employees and patients who need it." During the summer, the Backup Center will be able to accommodate 29 children, including 20 school-aged kids and nine toddlers.

With the exception of the August vacation club, registration for all programs for the entire summer is now available. August vacation club sign-ups will begin in late June. For more information, contact the Backup Center at (617) 724-7100.

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MGH HOTLINE

WHAT'S HAPPENING

Memorial service
A memorial service for Austin L. Vickery, Jr., MD, of MGH Pathology, will be held June 23, at 4 pm at the Club Room at Fox Hill, 10 Longwood Drive, Westwood, MA.

Eldercare discussion group
The Employee Assistance Program (EAP) will sponsor an eldercare discussion group June 21, from noon to 1 pm in the Trustees Conference Room. Barbara Moscowitz, LICSW, an MGH geriatric social worker, will discuss care coordination, legal, estate and medical issues, and caring for oneself while caring for an elder. For more information, call the EAP at (617) 726-6976 or visit *www.eap.partners.org*.

Disparities in health care conference
The MGH will host a Racial and Ethnic Disparities in Health Care Conference June 27, from noon to 1 pm in the O'Keeffe Auditorium. The conference will feature the viewing of "Worlds Apart" a documentary that captures the experiences of a group of diverse patients with chronic medical conditions as they face the cross-cultural challenges of today's health care environment. Speakers include Robert Phillips, a kidney transplant recipient who was featured in the documentary; Win Williams, MD, director of the MGH Interventional Nephrology and Transplant Unit and director of the MGH Multicultural Affairs Office; and Angelleen Peters-Lewis, RN, PhD(c), nurse manager for the MGH Gastrointestinal Endoscopy Unit.

HOPES seminars
The MGH HOPES – Helping Our Patients and Families through Education and Support – program will offer several seminars, support groups and wellness programs in June. "Chemotherapy ... What You Should Know" will be held June 13, from 1 to 2 pm and will be led by MGH pharmacists and nurses. Jean O'Toole, PT, an MGH Physical Therapist, will lead "Lymphedema: Basics and Management" June 15, from noon to 1 pm. "Qigong," a gentle exercise that combines physical movement and meditation, will be held June 15, from 11 am to noon. "Learning to Relax," simple breathing and meditation exercises, will be held June 15, from noon to 1 pm in the Cox Building, first floor. Suzanne Landry, MS, RD, of MGH Nutrition and Food Services, will lead "Weighed Down by Weight Gain" June 16, from 1 to 2 pm. All events will be held in the Cancer Resource Room, located in the Yawkey Center, eighth floor, unless otherwise noted. Seminars and drop-in support groups are free, and no prior registration is required. For more information or a complete list of programs, call the Cancer Resource Room at (617) 724-1822 or the HOPES program at (617) 724-6737.

EAP lunchtime seminar
The Employee Assistance Program (EAP) will sponsor "Thinking About Quitting Smoking?" June 16, from noon to 1 pm in the Thier Conference Room (formerly Wellman). The speakers will be Joanna Hilgenberg, LICSW, and Kathleen McKool, RN, MSN, from the MGH Quit Smoking Service. This is an introductory seminar designed for smokers and friends and family members who want to help the smoker quit. Topics include the health effects of tobacco use, why it is so difficult to quit, methods to help smokers become smoke-free and ways to support smokers during the quitting process. Participants are encouraged to bring their lunch to this seminar. For more information about smoking cessation, contact the MGH Quit Smoking Service at (617) 726-7443. For more information about the EAP, call (617) 726-6976 or visit *www.eap.partners.org*.

Summer safety health fair
MGH Chelsea HealthCare Center will host the eighth annual Summer Safety Health Fair (formerly Safety-On-Wheels) June 18, from noon to 3 pm on the Chelsea side of the Meridian Street Bridge. The event – for ages 4 to 16 – will feature free helmets, face painting, safety information, a bike check, Child ID program (CHIP), raffles, books and more.

AMMP scholarship program
Applications now are being accepted for the 2005 Association of Multicultural Members of Partners (AMMP) scholarship program. To be considered for the scholarship, a completed application, essay, two letters of recommendation, proof of acceptance into a degree or certificate program and proof of tuition cost must be submitted. The deadline is July 11 at 1 pm. For more information or to receive an application, send e-mail to Charmain Jackman at *cjackman@partners.org*, or visit *www.massgeneral.org/ammp*.

Look Good, Feel Better seminar
Mass General West Imaging in Waltham in conjunction with the Waltham-Watertown Unit of the American Cancer Society will hold a "Look Good, Feel Better" seminar June 22, from 6 to 8 pm. This is a free program that teaches cancer patients about cosmetic techniques to help them cope with appearance-related side effects from chemotherapy or radiation treatments. Wig care, scarf and hat use, and skin and nail care will be discussed, and all participants will receive a free makeup kit. American-Cancer-Society-certified cosmetologists provide the service, which is nonmedical and does not promote any product line. Pre-registration is required. To register, call Danielle Hurley at (781) 895-1199. Mass General West Imaging is located at 40 Second Ave., PARC Building, first floor in Waltham. For more information, visit *www.mghwestimaging.org*.

Submit news tips and story ideas to the *MGH Hotline*

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by fax to (617) 726-7475;
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June 17, 2005

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

MGH diabetes research recognized

This spring, Denise Faustman, MD, PhD, director of the MGH Immunobiology Laboratory, has been developing an important blood test that will monitor the effectiveness of a groundbreaking diabetes therapy discovered and developed in her lab. While her work has been followed intensely by the scientific press, it also has been recognized by some less expected sources – the Lee Iacocca Foundation and Oprah Winfrey.

In 2003, Faustman and David M. Nathan, MD, director of the MGH Diabetes Center *(See sidebar, Page 2)*, went public with an extraordinary discovery – that end-stage diabetes could be permanently reversed in mice by regeneration of the islets in the pancreas. The discovery opened a doorway for an entirely new approach to diabetes treatment – the possibility that the pancreas of a person with type 1 diabetes, which cannot manufacture insulin, could resume producing insulin like a "normal" pancreas if the underlying disease was benignly and completely removed.

Having cured mice of type 1 diabetes, Faustman has since shifted her focus to curing people. Moving her discovery

(Continued on Page 2)

From left, Peter L. Slavin, MD, president of the MGH, Iacocca and Faustman.

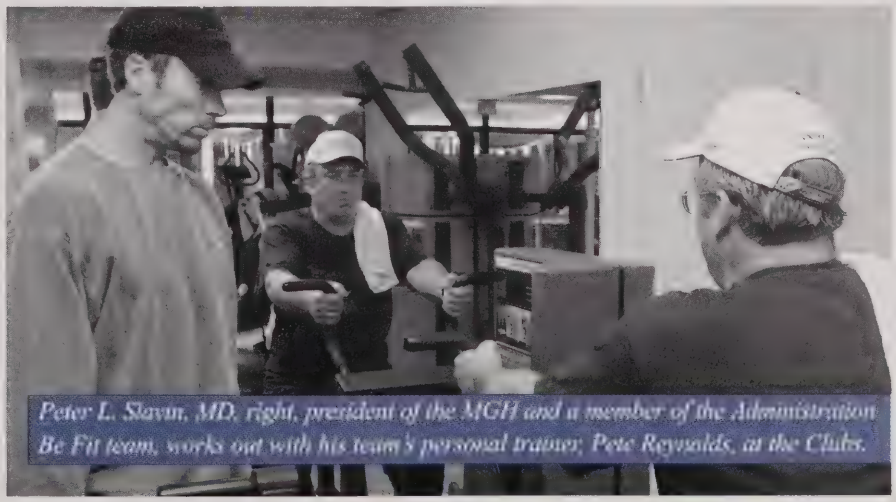
Second phase of Be Fit program hits midpoint

The Be Fit nutrition and fitness program that swept through six departments in the hospital earlier this year now is spreading through six more areas that have formed teams in a friendly competition to eat healthier, exercise more and above all else get fit. Sponsored by MGH Nutrition and Food Services and the Clubs at Charles River Park, the second phase of the program features a team from Social Services, Speech Therapy, Physical Therapy/Occupational Therapy and MGH Administration and two teams from Nursing.

With guidance from assigned registered dietitians and personal trainers from the Clubs, the six groups reached the midpoint of the 12-week program last week with a total weight loss of 375 pounds. The groups have worked out an astounding total of 2,700 times so far and have consumed 702 Be Fit meals – formerly called the Nutralert meals from the Eat Street Café.

According to Lillian Sonnenberg, DSc, RD, senior manager for MGH Ambulatory Nutrition Services, some changes have been made in the nutrition portion of the program. The Eat Street Café now offers three Be Fit meals at lunchtime each day to give participants more variety, and a Be Fit breakfast has been added to the daily menu. "Some of our nutritionists have noticed that participants are keeping food journals to track what they are eating," she says.

Cliff Seeto, assistant manager for the Clubs, has observed that some of the participants are bringing one or more teammates to the Clubs to help motivate them to work out. "All six teams seem very committed to working out," he says. "They are pushing each other, and they are being motivated by their team captains, who all have been very enthusiastic." In fact, the second-phase team captains recently met with the first-phase captains to get tips and advice on how to encourage their groups to stick with the program.



Peter L. Slavin, MD, right, president of the MGH and a member of the Administration Be Fit team, works out with his team's personal trainer, Pete Reynolds, at the Clubs.

— MGH diabetes research recognized

(Continued from Page 1)

from an animal model to human therapy is a complex process, however, and it will likely be another two years before the first clinical trials will begin.

Faustman notes Nathan first identified insulin dosing as the key to diabetes management and likewise credits him with the strides her lab has made toward bringing the new therapy to patients. "Without the great connection that exists between basic research and clinical care here at the MGH, none of this would have been possible," Faustman says. "For research to advance, there must be a bridge between the laboratory and the patient bed. David Nathan has been that bridge."

For the past several years, Faustman's research has been supported by the Iacocca Foundation, which has pledged to raise $11 million to fund phase I, II and III trials between now and 2008. Former Chrysler president Lee Iacocca's late wife, Mary, died from complications of type 1 diabetes in 1983. On April 26, the MGH hosted a Cure Diabetes Now dinner to raise money toward that goal, with Iacocca and his daughter Kathryn Iacocca Hentz in attendance. And in May, Faustman was featured in the fifth anniversary issue of *O, The Oprah Magazine*. Her work took the magazine's top spot on a list of the five biggest health breakthroughs by women scientists in the past five years.

While Faustman appreciates the recognition, mostly she is grateful that the financial support makes it possible for her research to continue. "Type 1 diabetes is a devastating disease," she says. "It strikes children, it's difficult to manage and many people still die of its complications. I expect the recognition I've received has a great deal to do with how desperately people are hoping for a cure." ●

MGHers publish guide to help prevent diabetes

In May, David M. Nathan, MD, and his MGH Diabetes Center colleague Linda Delahanty, MS, RD, published *Beating Diabetes: The First Complete Program Clinically Proven to Dramatically Improve Your Glucose Tolerance.* The book, aimed at people with or at high risk for type 2 diabetes, provides an analysis of how today's typical lifestyle has led to health problems such as type 2 diabetes – which has a strong diet and lifestyle component – and offers clinically proven strategies to improve the health of type 2 diabetics. Both Nathan and Delahanty are nationally recognized diabetes experts, and contributed to the National Institutes of Health's Diabetes Prevention Program and the Diabetes Control and Complications clinical trial. Nathan served as a lead researcher and Delahanty helped design and implement the lifestyle interventions applied in the studies, which are discussed in detail in the pair's book.

Author meets with Admitting's journal club

There was as much laughter as literature on the docket when Gloucester author Charlotte Gordon met with the Admitting Department's journal club June 8. The journal club, a group composed of staff from Admitting, has met monthly for the past year to discuss works ranging from health care-related articles from *The New Yorker* to favorite poems. When Nancy Connery, director of Admitting and the original organizer of the journal club, recently heard Gordon read from her book *Mistress Bradstreet*, a biography of Puritan poet Anne Bradstreet, she immediately thought of the group.

Eighteen employees, a mix of journal club members and guests, took part in a lively lunchtime discussion with Gordon in the Sweet Room. Gordon, also a published poet and teacher, touched on subjects ranging from the Puritan mindset to the elements that define the American style of poetry.

Connery formed the MGH group to provide an opportunity for Admitting staff who enjoy reading to come together. Participants have found that literature and poetry open avenues of discussion around a variety of issues. "Charlotte Gordon was knowledgeable, articulate and funny," Connery says. "It really was a wonderful hour for all of us. The department was on a 'book high' for the rest of the day."

Gordon, front left, with members of the Admitting journal club.

MGH HOTLINE

Translational research will be focus of Clinical Research Day

The third annual MGH Clinical Research Day will celebrate translational research – the critical process by which discoveries made in the laboratory are brought to the care and treatment of patients, and how information from patients and their families informs the work of basic researchers.

"Academic health centers today are facing the fundamental challenge of wedding the care of their patients to their powerful basic research engines," says William F. Crowley, Jr., MD, founder and director of the MGH Clinical Research Program. "Techniques to bring new knowledge from the bench to the bedside and to take what we learn from patients back to the laboratory are changing all the time, which gives investigators powerful new tools but also demands remarkable vision and flexibility."

The June 28 event will open at 8:30 am in the O'Keeffe Auditorium with a keynote speech by Jeffrey Drazen, MD, editor of the *New England Journal of Medicine,* who will call on his own research into asthma to illustrate "Lessons in Translational Research." After Drazen's talk, representatives from three award-winning MGH teams will present their research projects, followed by a poster session at 10:15 am under the Bulfinch Tent, featuring more than 200 clinical research projects.

At 11:30 am in the O'Keeffe Auditorium, a distinguished panel led by Nobel-prize-winner Philip Sharp, PhD, of the Massachusetts Institute of Technology, will address "Can Academia and Industry Partner to Solve the First Translational Block?" Drazen and Crowley – along with David Altshuler MD, PhD, Daniel Podolsky, MD, and James Thrall, MD, all of the MGH – will join representatives of the biotechnology and pharmaceutical industries to discuss ways to surmount the barriers that can stand in the way of clinical application.

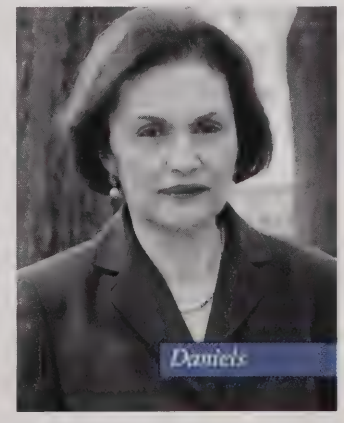
"Here at the MGH, our clinical researchers have used advanced genetic and genomics techniques to rewrite the textbooks on Huntington's, ALS and Alzheimer's disease," Crowley says. "Today they are adopting even more complex techniques to address disorders influenced by many genes and to explore the intricate interactions of proteins. This continuing spirit of innovation in taking advantage of new knowledge will help us reach our goals of improving the diagnosis, treatment and ultimately prevention of human disease." ●

New leadership for Social Services and Chaplaincy

Last week, Ann Daniels, MSW, PhD, was named as the new executive director for the MGH Department of Social Services and Chaplaincy.

Daniels has been a member of the MGH Social Services Department since 1974, serving in the positions of unit supervisor, associate director, clinical director and most recently as interim executive director. She has an academic appointment as adjunct faculty at the Boston College School of Social Work and is very active in her discipline's professional organizations. Earlier this year, the Society for Social Work Leadership in Health Care presented Daniels with the prestigious Hyman J. Weiner Award, which celebrates exemplary leadership. In 2004, she was the recipient of the Simmons College School of Social Work Centennial Excellence in Supervision Award.

"We are so pleased that Ann has accepted this position," says Jeanette Ives Erickson, RN, MS, senior vice president for MGH Patient Care Services and chief nurse. "She brings incredible expertise and passion for the field of social work with a strong commitment to patient- and family-centered care. She has already put a plan into motion that will integrate even more the work of social workers and chaplains into the fabric of the MGH community." ●

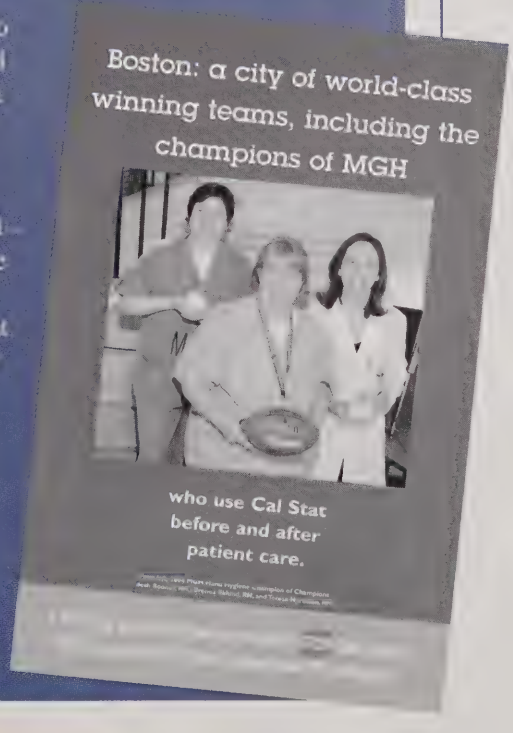


Hand hygiene champions remind MGHers to use Cal Stat

The 2004 MGH hand hygiene champion of champions – Teresa Hartman, RN, of the Yawkey 8 Cancer Center Outpatient Infusion Unit – and honorable mentions Beth Rooney, team leader of Blake 13 and 14, and Brenda Eklund, RN, of Blake 12, are featured on the latest in a series of hand hygiene posters recently distributed throughout the hospital. The posters remind MGHers about the importance of hand hygiene to help keep patients healthy and prevent the spread of infections.

The STOP (Stop Transmission of Pathogens) Task Force – along with Hartman, Rooney and Eklund – feel strongly about the message of practicing good hand hygiene before and after patient contact by using Cal Stat, the waterless hand disinfectant available throughout the hospital.

For more information about the STOP Task Force, call the Infection Control Unit at (617) 726-2036.



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MGH HOTLINE

WHAT'S HAPPENING

Stoeckle Center seminar on advance directives

As a part of the Stoeckle Center primary care seminar series, the center will be hosting a special session "Respecting Choices: Improving the Completion of Advance Directives in Primary Care" June 24, from 7:30 to 9 am in the Walcott Conference Room. The featured speakers will be Cornelia Cremins, MD, of the MGH Geriatric Unit, Alexandra Cist, MD, of the Pulmonary Unit, Theresa Cantanno, RN, of Ellison 20, and Sharon Brackett, RN, of the SICU. The discussion will include how to counsel patients and family members about completing advance directives for their care and how primary care practices can better manage advance directives. The seminar will be videoconferenced to off-site practices, and free breakfast will be made available to these locations. CME credits also will be available. This event is open to all. For more information, call Pat Gavin at (617) 726-1218.

EAP training for managers and supervisors

The MGH Employee Assistance Program (EAP) will offer training courses this fall for managers and supervisors regarding the use of the EAP as a resource to assist with behavioral and mental health and substance abuse concerns. The training sessions will be held Sept. 21, from 3 to 5 pm and Nov. 3, from 1 to 3 pm in the Haber Conference Room. To register for either session, call (617) 726-6976.

Making a Difference Grant reception and poster display

The Making a Difference Grant program will host a special reception and poster display for the 2005 grant recipients June 29, from 3 to 4:30 pm in the Trustees Room. Applications for the 2006 grant program will be available. For more information, call Melanie Cassamas at (617) 726-1816.

Disparities in health care conference

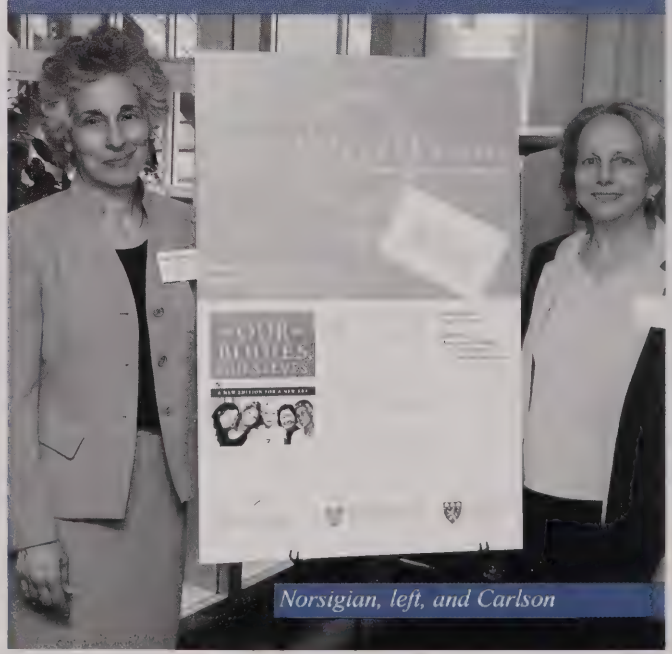
The MGH will host a Racial and Ethnic Disparities in Health Care Conference June 27, from noon to 1 pm in the O'Keeffe Auditorium. The conference will feature the viewing of "Worlds Apart" a documentary that captures the experiences of a group of diverse patients with chronic medical conditions as they face the cross-cultural challenges of today's health care environment. Speakers include Robert Phillips, a kidney transplant recipient who was featured in the documentary; Win Williams, MD, director of the MGH Interventional Nephrology and Transplant Unit and director of the MGH Multicultural Affairs Office; and Angelleen Peters-Lewis, RN, PhD(c), nurse manager for the MGH Gastrointestinal Endoscopy Unit.

Memorial service

A memorial service for Austin L. Vickery, Jr., MD, of MGH Pathology, will be held June 23, at 4 pm at the Club Room at Fox Hill, 10 Longwood Dr., Westwood, Mass.

Taking care of ourselves

Access to reliable and accurate health information sometimes can be a challenge for patients. At a recent symposium held in the Blum Patient and Family Learning Center, Judy Norsigian, co-author of the revolutionary women's health book *Our Bodies, Ourselves*, and Karen Carlson, MD, director of the MGH Women's Health Associates and co-author of *The New Harvard Guide to Women's Health*, provided tips for how to find and use reliable women's health information to make the most of a doctor's visit. The event, which drew nearly 60 people, was sponsored by the Blum Center, the MGH Women's Health Coordinating Council, the Stoeckle Center for Primary Care and the Harvard Medical School's Center of Excellence in Women's Health.



Norsigian, left, and Carlson

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by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
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Boston, MA 02114.
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June 24, 2005

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Mayor's committee to eliminate health disparities unveils recommendations

In 2003, Mayor Thomas Menino and the Boston Public Health Commission issued an invitation to Boston hospital leadership, including Peter L. Slavin, MD, president of the MGH, to address the issue of racially and ethnically based disparities in access to and delivery of health care in the city. Despite the advances that have been made in the modern medical system, studies have shown that minorities often receive lower quality care than white Americans, even when insurance status, income, age and severity of illness are comparable. At a press conference June 23, Mayor Menino presented recommendations in five key areas developed by the Hospital Working Group of his Task Force to Eliminate Health Care Disparities. These recommendations – the first major product of the larger task force – represent an important step in achieving health care equality for all Boston hospital patients.

The recommendations call for Boston hospitals to collect patient data on race and ethnicity in a consistent way; develop "pipeline" programs giving Boston public school students access to careers in health care and allowing incumbent hospital workers of color to gain advancement; institute cultural competence training for all hospital staff; integrate disparities measures into routine quality monitoring and improvement; and create community accountability by supporting community-based activities to eliminate health disparities, including diversifying the composition of governing boards. Each hospital will be asked to submit an implementation plan to the mayor.

Within the hospital, the MGH Committee on Racial and Ethnic Disparities – co-chaired by Joseph Betancourt, MD, MPH, senior scientist at the MGH Institute of Health Policy, and Joan Quinlan, director of the MGH Community Benefit Program – has taken up the charge to address the issue of disparities, working under the auspices of

(Continued on Page 2)

Five key areas of recommendations

1. Integrate disparities measures in ongoing quality monitoring and improvement.
2. Create systems to collect data on patient race and ethnicity that are consistent citywide.
3. Institute cultural competence training for all staff throughout the institutions.
4. Support "pipeline" programs to expose Boston public school students to careers in health care, and support advancement of incumbent hospital staff of color.
5. Support community-based activities to eliminate health disparities, and create greater accountability through such measures as diversifying governing boards.

Save the Date - You're Invited!

Peter L. Slavin, MD, president of the MGH, invites **all MGH employees, staff and volunteers** to the

MGH Annual Summer Picnic

Wednesday, June 29, 2005.

Join us for lunch, games and music.

A complimentary picnic-style lunch, provided by MGH Nutrition & Food Service Department, will be served from 11:30 am to 2 pm under the Bulfinch Patio tent, rain or shine.

- Patriots Experience will offer a **soccer kick and football toss**
- True North Events will provide **carnival games**
- Volume II Steel Band will provide **music**

For evening and night shift employees, refreshments will be served from 10 pm to midnight in the lobby near Coffee Central along with some games as well.

Stepping Up to Stop Domestic Abuse

For most people, a mention of Father's Day conjures up a range of familiar images: gifts of striped ties, coffee mugs and an afternoon devoted to 18 holes of golf. For a new group at the MGH, however, this Father's Day was the launching point for an entirely different sort of recognition. MGH Men Against Abuse, a subgroup of the MGH Domestic Violence Working Group, was formed by a group of male employees to create awareness and provide education to men about domestic abuse. To emphasize the central role men can play in ending the mistreatment of women, the group chose the week before Father's Day to introduce their initiative. In the United States, roughly 85 percent of domestic abuse – which includes not only physical violence, but also verbal abuse, threats, intimidation and physical and economic isolation – is perpetrated against women. It is estimated that between 960,000 to three million incidences of abuse take place each year. A broad range of support and awareness groups exist, many of them led by women. To be maximally effective, however, the MGH group felt it was critical to make its initiative by men and for men.

Members of the Men Against Abuse group.

"Domestic abuse is about power and control," says Matthew Thomas of MGH Police and Security and one of the founding members of MGH Men Against Abuse. "When it comes from one man to another, it's harder to ignore the message that abusive behaviors are not acceptable. This group is here for the express purpose of delivering that message." In addition to Thomas, the core members of the group include Jim Heffernan, chief financial officer of the Mass General Physicians Organization, Lenny Debenedictis from the MGH Employee Assistance Program, and Rabbi Ben Lanckton. Over the past three months, this core group has expanded, meeting every Wednesday to define its goals, recruit new members and organize its inaugural events.

The group hosted an information table in the Main Corridor June 15 to 17 and distributed educational materials around the theme, "See it, step up, stop it." The group also held a special service in the MGH Chapel June 15, led by Rabbi Lanckton, to remember victims of domestic abuse. For 45 minutes, members of the group, the MGH community and survivors of abuse shared stories, inspirational readings, poems and nondenominational prayers.

"The service was a powerful experience, really bringing to life the reason this group is here," says Heffernan. The group's awareness efforts center on acknowledgment of the problem, recognition of the attitudes and actions that can perpetuate sexism and violence, and identification of ways to ensure that women are treated with equality and respect. To halt the cycle of abuse, role-modeling for young boys also is encouraged. "Our attitudes toward women get shaped at a very young age," Heffernan continues. "It's vitally important to provide positive examples of respect and power-sharing to even the youngest boys."

An MGH Men Against Abuse reading group is planned, and other future activities may include a fall rally on the Bulfinch lawn and participation in a Boston-area community service project. The group is actively seeking new members. For more information, visit the MGH Men Against Abuse website at *massgeneral.org/menagainstabuse* or email *mghmenagainstabuse@partners.org*.

— *Mayor's committee to eliminate health disparities unveils recommendations*

(Continued from Page 1)

the MGH Diversity Committee, to identify key areas where racial disparities may exist at the MGH, to develop solutions for these disparities and to coordinate the hospital's efforts with those of Mayor Menino's task force. The committee, made up of MGH staff from a range of administrative, clinical and patient care areas, meets regularly as a group and through three subcommittees to carry out MGH-specific initiatives aimed at eliminating racial and ethnic disparities. In the fall of 2004, the committee distributed a poster and launched a website to raise awareness about race- and ethnicity-based differences in health care within the MGH community.

Both Betancourt and Quinlan – who participated in the mayor's Hospital Working Group – applaud the progress that has been made to date, both within MGH and beyond. "The subgroups set ambitious goals relative to greater workforce diversity and clinician education in the service of health care equality, and we already are seeing real results," Quinlan says. Betancourt adds, "It's energizing to see the priorities and initiatives we've established here recognized and reinforced at the citywide level."

For more information about the MGH Committee on Racial and Ethnic Disparities or the task force, call (617) 724-2763. ●

On the radio: Summer health and safety tips

To help the general public enjoy summertime activities in a healthy and safe way, MassGeneral Hospital for Children (MGHC) has sponsored radio advertising that features summer safety tips for children. Alan Ezekowitz, MBChB, DPhil, chief of Pediatrics for MGHC, and Joseph "Jay" Vacanti, MD, chief of Pediatric Surgery for MGHC, recorded the voiceovers for the radio spots that are being aired on 92.9 WBOS and 105.7 WROR.

Below are some of the safety tips they offered:

Sun and water safety

- Put sunscreen on your child at least 20 minutes before going in the sun. And make sure sunscreen is reapplied every two hours – even if the bottle says it's waterproof. Wearing hats and sunglasses will protect against harmful rays.
- Water safety is important too. Teach your child to swim. Be vigilant around pools, lakes and oceans. Remember, water in buckets and barrels poses a danger to babies and toddlers.

Play safety

- Make sure playground equipment is made of flexible material like rubber or plastic to buffer any falls. The ground should be made of soft material, like wood chips or sand. Playgrounds also should be free of litter and glass.
- To avoid injury, do not allow children to attach jump ropes, leashes or similar items to play equipment.
- Remember that children should always wear helmets on bikes, rollerblades and scooters. Helmets should fit properly and be age-appropriate. Wearing ankle, knee, wrist and elbow pads can protect against sprains and other injuries.

Back to school

- Follow school guidelines for immunizations and getting checkups, and be sure to talk to your pediatrician.
- Encourage physical activity by having children join a sports team at school, or take dance or other lessons. It's good exercise and provides social benefits.
- Finally, make sure your child eats a balanced diet. Eating right provides the energy and nutrition your child needs to grow. And a good night's sleep will help your child stay alert during the day.

MGH helps ID a mummy

Curators at the Museum of Fine Arts (MFA) Department of Egyptology had an unusual dilemma – how could they obtain important information about a wrapped mummified head in their collection? The 4,000 year-old head, which in life belonged to an Egyptian named Djehutynakht, had been at the MFA following excavation from a looted tomb in 1915. Although assumed to belong to Djehutynakht, some of the Egyptologists questioned whether the mummy might be that of his wife, who was buried in the same tomb, and asked Paul Chapman, MD, a neurosurgeon at the MGH and a member of the MFA's visiting committee, for his help. Chapman contacted the hospital's Radiology Department to set up a series of tests that would help determine the mummy's state of preservation as well as gain important information about the mummification process. The curators also hoped to obtain information about the individual's life and death, including gender and evidence of possible disease or trauma.

On June 13 a group from the MFA arrived with the mummy's head – packed in a blue cardboard box – at the hospital's imaging center on Ellison 2. Once x-rays revealed that the skull was remarkably intact, the mummy was taken to the CT scanner where it underwent a series of scans. There was palpable tension in the room as the first images appeared, cloudy at first, and then popping up on the monitor with astounding clarity – revealing that the brain was missing.

Rajiv Gupta, MD, PhD, was the MGH radiologist who scanned the mummy. "We won't be able to determine today for certain whether the mummy is a male or female," he said. "It does have a delicate look to it, which makes me think it is a woman." The completed CT scans were sent to the hospital's 3-D Imagining Service where director Gordon Harris, MD, and his team of 3-D technologists worked to fine tune the images into 3-D face and head images to recreate how the mummy looked when alive. A second series of CT scans also were completed at the Ultra-High Resolution Volume CT scanner at CNY, which is capable of observing details finer than a human hair. Those scans – and results – will be available to the museum at a later date. ●

MFA conservator Pam Hatchfield with the mummy's head

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MGH HOTLINE

WHAT'S HAPPENING

Computer training workshop
Partners Information Systems will offer summer computer training classes for both new and experienced users. All classes will be held at the MGH Training and Workforce Development Office, located at 165 Cambridge St. For schedules and registration forms, visit *http://is.partners.org/training* or call (617) 724-1229.

Senior HealthWISE seminar
MGH Senior HealthWISE will sponsor "Sleep and Older Adults" June 28, from 11 am to noon in the Walcott Conference Rooms. John W. Stakes, MD, of the MGH Neurology and Sleep Disorders Clinic, will be the guest speaker. This event, for seniors 60 years and older, is free of charge. For more information, call (617) 724-6756.

Clinical Research Day
The MGH Clinical Research Program will sponsor MGH Clinical Research Day June 28. Jeff Drazen, MD, editor of the *New England Journal of Medicine,* will give the keynote address "Lessons in Translational Research: Pharmacogenetics of Asthma and Beyond," at 8:30 am in the O'Keeffe Auditorium. After Drazen's talk, representatives from three award-winning MGH teams will present their research projects, followed by a poster session at 10:15 am under the Bulfinch Tent, featuring more than 200 clinical research projects. From 11:30 am to 1 pm, Nobel Laureate and MGH Trustee Phillip Sharp, MD, will chair a panel discussion of leaders from industry and academia about new models for collaboration. Throughout the day, community education about clinical research will take place in the Main Corridor. For more information, call (617) 726-1669 or email *crpedu@partners.org*.

Making a Difference Grant reception and poster display
The Making a Difference Grant program will host a special reception and poster display for the 2005 grant recipients June 29, from 3 to 4:30 pm in the Trustees Room. Applications for the 2006 Grant Program will be available at the event. For more information, call Melanie Cassamas at (617) 726-1816.

Smoking cessation program
The MGH Quit Smoking Service will offer an evening smoking cessation program beginning June 29 at 5:30 pm. This weekly, seven-session group program includes information about preparing to quit, coping with stress without cigarettes, preventing weight gain and tips for not smoking again. For more information, call Amy Asare at (617) 726-7443.

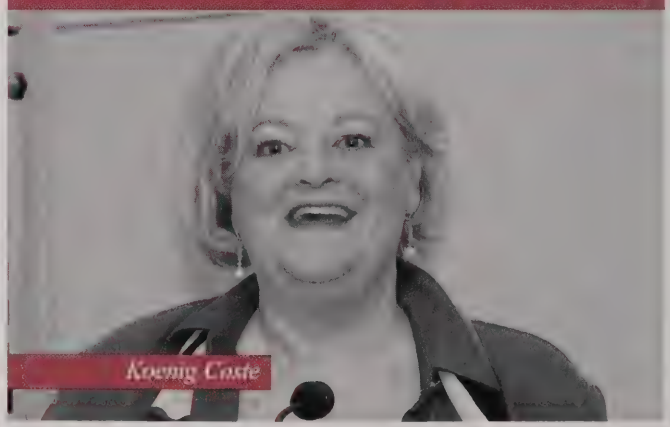
Blood donors needed
The MGH Blood Donor Center will have a Make-Your-Own Ice Cream Sundae event July 1 and 5, from 11 am to 4 pm. Donors who donate before 11 am will receive a coupon to come back for their sundae. All donors also get their choice of two newly-designed summer T-shirts. For more information, call (617) 726-8177.

Author Joanne Koenig Coste speaks about Alzheimer's

According to the Alzheimer's Association, more than 70 percent of people with Alzheimer's disease live at home, where family and friends provide the majority of care. To learn more about how to handle all stages of the disease, MGH employees, family caregivers and health care providers gathered June 13 in the O'Keeffe Auditorium to hear Joanne Koenig Coste speak. A pioneer in the field of Alzheimer's care and author of *Learning to Speak Alzheimer's: A Groundbreaking Approach,* Koenig Coste discussed how to create a world where persons with Alzheimer's disease can thrive and have opportunities for success, and where their self-esteem can remain intact.

Some who attended the event noted afterward, "I know I'm not alone" and "Koenig Coste was wonderful. She spoke with such depth of feeling." The event concluded with a book signing.

The MGH Senior Health Family-Caregiver Support program sponsored the event. The goal of the support program is to address the emotional, social and resource needs of older adults and their family caregivers.


Koenig Coste

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July 1, 2005

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Department of Medicine blood donor challenge benefits MGH patients

One month after the MGH Department of Medicine issued a blood donation challenge to the residents and attending physicians within the department, a clear winner emerged. On June 16, Christopher Stowell, MD, PhD, and Walter Dzik, MD, co-directors of the MGH Blood Transfusion Service, presented a plaque to Hasan Bazari, MD, Internal Medicine residency director, to recognize the junior residents for donating the most blood to the MGH Blood Donor Center. The junior class had more than a 52 percent participation rate.

The friendly competition lasted throughout the month of May and all residents – interns, juniors, seniors – and house teaching staff were encouraged to visit the Blood Donor Center and donate blood or platelets for their team. Those who were ineligible to donate could still participate by getting a buddy – a co-worker, a family member or friend – to donate for them.

"We are thrilled with the outcome of this challenge," says Allan Moore, MD, a junior resident and organizer of the challenge. "It not only benefited our patients and the hospital but also helped the residents and staff work together as a team." The challenge is scheduled to happen every May when blood donations are typically lower because of summer activities. ●

From left, Stowell, Bazari and Dzik

Fun in the sun: MGHers enjoy annual summer picnic

Despite the heat and humidity, MGH employees were treated to a well-deserved break at the annual summer picnic June 29, hosted by Peter L. Slavin, MD, president of the MGH. Employees, staff and volunteers enjoyed a picnic-style lunch provided by MGH Nutrition and Food Services, as well as carnival games and the tropical music of the Volume II Steel Band. But the main attraction was a special visit by Tedy Bruschi of the New England Patriots, who graciously shook hands and posed for photos with MGH fans.

While the picnic started at 11:30 am for day-shift employees

(Continued on Page 3)

ADVANCES

Radiofrequency ablation is effective long-term treatment for kidney tumors

MGH researchers have shown that radiofrequency ablation (RFA) – a minimally invasive way of destroying tissue – is an effective, longlasting treatment for small kidney tumors in selected patients. In a followup to a 2003 study, the investigators found that RFA treatment of renal cell carcinoma, the most common kidney cancer, continued to be successful four to six years after administration.

"This study shows, for the first time, that this is a very effective long-term treatment," says W. Scott McDougal, MD, chief of MGH Urology and lead author of the study. The report appears in the July issue of the *Journal of Urology*.

McDougal

RFA delivers heat generated by electrical energy to tumor sites through a thin needle, similar to probes used in biopsy procedures. It also is used to treat cardiac arrhythmias, small liver tumors and a benign bone tumor called osteoid osteoma. For more than six years MGH physicians have been using RFA to treat kidney tumors in patients for whom surgical removal was not an option. The current study reviewed information on 16 of the first patients treated with the technique. In the years following their treatment, five patients whose treatment was initially successful died from causes unrelated to kidney cancer. Of the 11 remaining patients, none had any recurrence or metastasis of the kidney tumor four to six years after treatment.

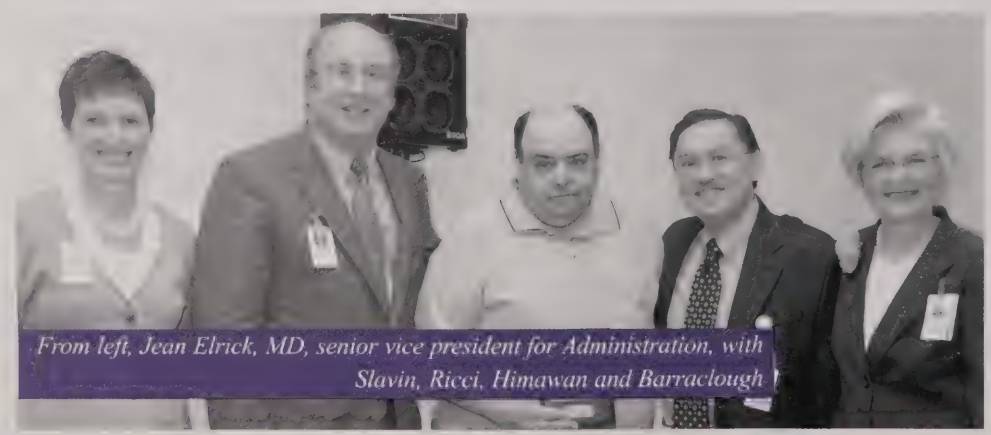
McDougal adds that the MGH team now has used RFA to treat a total of 100 renal cell carcinomas in 85 patients with similar results – successful destruction of all tumors on the surface of the kidney and 78 percent of tumors within the kidney. "Right now, older patients with small lesions in limited areas of their kidneys are good candidates for this procedure. We need to wait for 10-year followup information to determine whether it will be appropriate for patients with a longer life expectancy," he says. The report's co-authors are Francis McGovern, MD, of MGH Urology, and Debra Gervais, MD, and Peter R. Mueller, MD, both of the MGH Department of Radiology.

Honoring MGHers who work behind the scenes

Workers from departments ranging from Buildings and Grounds to Parking and Commuter Services to the Warren Library took a well-earned respite from their jobs to attend Operations Support Staff Day June 23. The event honors staff who are not always recognized in the hustle and bustle of the MGH environment but who are integral to allowing the hospital to operate in a smooth and efficient manner.

The celebration included a luncheon under the Bulfinch Tent for day-shift employees, a dinner for evening-shift staff and boxed dinners in the East Garden Dining Room for staff on the midnight to 8 am shift. Each employee received a summer-themed gift, and day-shift workers were welcomed by Peter L. Slavin, MD, president of the MGH. The evening shift was treated to a surprise visit by Daniel Graham of the New England Patriots who chatted and posed for pictures with MGHers.

At the luncheon, Tony Ricci of MGH Nutrition and Food Services was honored with the third-annual Ricardo Diaz Memorial Award, established to acknowledge a dedicated and hardworking support staffer who consistently exceeds the requirements of his or her job. Ricci has worked in Nutrition and Food Services for 39 years, the past nine as a cafeteria worker in the Eat Street Café. He was praised by Susan Barraclough, MS, RD, director of the department, and Ridwan Himawan, general manager of the Eat Street Café, for his remarkable dedication, his kind and generous manner and his willingness to take on any task with good cheer. Diaz, after whom the award is named, was a 12-year employee of MGH Buildings and Grounds who died while plowing snow from the hospital's sidewalks during a blizzard in 2003.



From left, Jean Elrick, MD, senior vice president for Administration, with Slavin, Ricci, Himawan and Barraclough

Slavin said it was a "great pleasure" to attend the daytime event and to see the sense of camaraderie and purpose that makes operations support such an important part of the hospital's success. ●

MGH HOTLINE

MGH Charlestown celebrates Bunker Hill Day

To show their community spirit, the MGH Charlestown HealthCare Center participated in Bunker Hill Day festivities June 12 and 17. This past Bunker Hill Day – June 17 – was the 230th anniversary of the Battle of Bunker Hill and honored the patriots who fought and died there. On June 12, physicians from the center and their families marched in the Bunker Hill Day parade. MGH Charlestown also teamed up with the MGH/MGPO Marketing Department to bring Clifford the Big Red Dog to the parade to greet all the children. On June 17, the Bunker Hill Monument Association (BHMA) held its 182nd annual meeting at MGH Charlestown in the second floor conference room. At the lunchtime meeting, members could view the 10 original design proposals of the Bunker Hill monument from 1825 that the association loaned to the center.

"It was a pleasure to host the Bunker Hill Monument Association's annual meeting," says Peggy Carolan, administrative director of MGH Charlestown. "And we were extremely honored when we were asked to temporarily display the 10 architectural drawings in the health center's conference room." ●

From left, Marie Alves of the BHMA, Jim Conway, president of the BHMA, Carolan, John Alves of the BHMA, and Claire Conlan of MGH Charlestown.

MGH Chelsea and Revolution players host soccer clinic

The MGH Chelsea HealthCare Center and the New England Revolution soccer team hosted a soccer clinic at Chelsea High School June 7 for 100 students from the Chelsea public school system. Revolution players Jay Heaps, Luke Vercollone, Doug Warren and Marshall Leonard demonstrated fancy footwork techniques for the participants and signed autographs at the end of the session.

— Fun in the sun

(Continued from Page 1)

and at 10 pm for evening- and night-shift staff, the food preparations started bright and early for the dedicated staff of MGH Nutrition and Food Services, who began at 4 am and worked feverishly until serving time to make sure that all 9,600 boxed lunches were ready.

The lunches included barbequed chicken sandwiches, potato salad, green beans, nectarines and cherry tomatoes or a vegetarian selection of cheese tortellini salad with spinach. Lemonade, sports bars, ice cream sandwiches and sugar-free popsicles also were on hand.

According to Lorraine Allan, RD, of Nutrition and Food Services, it takes a lot of supplies to make enough food for such a large, hungry crowd, including the following: 5,500 chicken breasts; 960 pounds of cheese tortellini; 700 pounds of tossed salad; 624 heads of green leaf lettuce; 680 pounds of green beans; 10,920 cherry tomatoes; and 8,832 nectarines. ●

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MGH HOTLINE

WHAT'S HAPPENING

Holiday garage access
Due to the upcoming Fourth of July holiday, the Parkman Street garage will be reserved for employees from July 2 at 11 am to July 5 at 1 am. The entrance ticket dispensers will be shut off. Entry to the Parkman Street garage will only be granted by a garage access card. To review the latest updates about road closures throughout the city during the holiday weekend, visit *www.mass.gov/dcr*.

Ice cream sundaes for blood donors
The MGH Blood Donor Center will host a make-your-own ice cream sundae event July 5, from 11 am to 4 pm. Donors who give before 11 am will receive a coupon to come back for their sundae. All donors also get their choice of two newly-designed summer T-shirts. For more information, call (617) 726-8177.

Computer training workshop
Partners Information Systems will offer summer computer training classes for both new and experienced users. Novice users will be introduced to Microsoft Word, Excel and PowerPoint, while experienced participants will learn new tips for navigating Microsoft Office 2000 applications more efficiently. All classes will be held at the MGH Training and Workforce Development Office, located at 165 Cambridge St. For schedules and registration forms, visit *http://is.partners.org/training* or call (617) 724-1229.

2005 AMMP scholarship applications now available
The Association of Multicultural Members of Partners (AMMP) will sponsor a scholarship award program for those who need assistance with tuition or books. To be considered for the scholarship, applicants will need to complete an essay; submit two letters of recommendation from a supervisor, manager or community leader; and include proof of acceptance into a degree or certificate program and proof of tuition cost. The application deadline is July 11 at 1 pm. AMMP also is sponsoring a scholarship to the MGH Institute of Health Professions. For more information or to receive an application, visit *www.massgeneral.org/ammp* or contact Charmain Jackman at *cjackman@partners.org*.

Submit news tips and story ideas to the *MGH Hotline*

Contact Victoria Brady, editor, at (617) 724-6433; or
Christine Johanson Borneo, assistant editor, at (617) 726-0275;
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
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IN GENERAL

Beverly M.K. Biller, MD, of the MGH Neuroendocrine Unit, recently was honored by the American College of Endocrinology (ACE) with the Distinction in Clinical Endocrinology Award 2005. The mission of ACE is to provide and promote education, research and communication in the art and science of clinical endocrinology. Biller is the first woman to receive this prestigious award.

Michael H. Picard, MD, director of the MGH Clinical Echocardiography Lab, recently was the recipient of the 2005 Richard Popp Excellence in Teaching Award from the American Society of Echocardiography. The award recognizes a physician who epitomizes the ideal qualities of a mentor and a role model. Picard was chosen for his outstanding teaching and mentoring talents.

MGH Chelsea helps kids keep safe this summer

The MGH Chelsea HealthCare Center wants children to stay safe this summer, so to help educate the community about safety issues, the center hosted its annual Family Summer Safety Fair and Bike Rodeo June 18 in conjunction with the Chelsea River Revels/Chelsea Green Space 5K Road Race. The center hosted safety check stations for bikes and helmets to ensure that each child has the appropriately sized bike and wears the proper helmet. Volunteers also taught hand signals. The CHIP – child ID – program took dental images, fingerprints and videos of more than 160 children for parents to keep on record.

In addition, families were able to learn about home, water, fire, sun and car safety tips as well as partake in face painting activities, a hula-hoop contest and four bike raffles. Special visits were made by Geoffrey the Giraffe and McGruff the Crime Dog.

Helmets are properly sized and fitted for each child.

July 8, 2005

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

MGH ranks third in best hospitals list

U.S. News & World Report has released its much-anticipated "America's Best Hospitals" honor roll, ranking the MGH third in the nation. MGH Psychiatry again ranked first in the psychiatry category for the 10th year in a row. BWH also made the hospital honor roll, ranking 12th.

Johns Hopkins Hospital in Baltimore was ranked first overall, and the Mayo Clinic in Rochester, Minn., ranked second. Other Partners institutions that ranked in their area of specialty include McLean Hospital, ranking fourth in psychiatry, and Spaulding Rehabilitation Hospital, ranking sixth in rehabilitation. In addition, Massachusetts Eye and Ear Infirmary, a sister institution of the MGH, ranked second in the ear, nose and throat category and fourth in ophthalmology.

The annual publication of the honor roll has become a resource for the general public in choosing hospitals for medical care. The publication ranked 176 medical centers based on a point system – two points for ranking close to the top in a specialty and one point if slightly below. All of the institutions had to achieve a high ranking in no fewer than six specialties.

The MGH and BWH have been among the leading institutions since the publication began conducting the survey in 1990. For more information about the "Best Hospitals" issue, visit *www.usnews.com*.

MGH rankings for 2005

Cancer	12
Digestive	4
Geriatrics	5
Gynecology	4
Heart	5
Hormonal	2
Kidney	2
Neurology and Neurosurgery	4
Orthopædics	3
Psychiatry	1
Pediatrics	20
Respiratory	5
Rheumatology	8
Urology	7

Clinical Research Day addresses translational challenges

The challenge of applying discoveries from basic research labs to the treatment of patients and using findings from patient care to inform basic research set the theme of the third annual Clinical Research Day held June 28. In his welcome to participants in the day's activities, Peter L. Slavin, MD, president of the MGH, described how today's cutting-edge scientific advances offer new opportunities to researchers at academic medical centers like the MGH. "This is the place where new medical technologies meet the needs of our patients and their families," he said.

Keynote speaker Jeffrey Drazen, MD, editor of the *New England Journal of Medicine,* noted that translational researchers – those who turn scientific discoveries into patient care advances and vice versa – have to speak the "two languages" of basic and clinical research. He described his own investigations into the biology underlying asthma and how the interplay of knowledge between the research lab and patient bedside leads to new ideas. He challenged the MGH and its clinical researchers to use the full range of opportunities and resources available within the hospital and the larger scientific environment in their search for new knowledge and treatments.

Of the more than 200 research posters presented under the Bulfinch tent, six research teams received hospitalwide awards of excellence – three of the teams gave talks on their work – and nine were honored with departmental awards. William F. Crowley Jr., MD, director of the Clinical Research Program, described how the poster session can be a unique opportunity for researchers from different disciplines to find others working on similar problems and share experiences and approaches.

Several MGH researchers joined with representatives from

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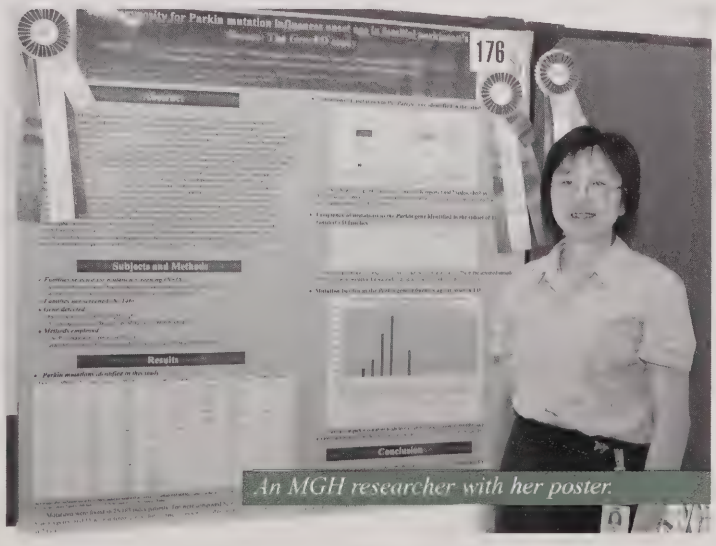


An MGH researcher with her poster.

Hasan named director of Office for Research Career Development

Tayyaba Hasan, PhD, of the Wellman Center for Photomedicine, has been named director of the new Office for Research Career Development (ORCD), part of the MGH Center for Faculty Development. Established to meet the needs and concerns of the hospital's growing research community that have been identified and discussed over the past four years, the ORCD began operation July 1.

"We have felt we needed a very specific focus on programs to meet the particular needs of our basic researchers – both MDs and PhDs," says Nancy Tarbell, MD, director of the Center for Faculty Development. "Tayyaba has come up through the ranks to become a full Harvard professor – a huge accomplishment – and has served on many committees addressing issues for women and for the PhD community, including leading the Harvard Medical School Joint Committee on the Status of Women. She understands the challenges facing both young postdocs and senior investigators, and we know her work will add a depth and breadth to what we will be able to offer our research faculty."

Hasan

Hasan adds, "The overall mission of the ORCD will be to work for better recognition of the contributions made by basic scientists and to provide this faculty group with a clear and transparent pathway towards promotion and career development. It will seek to enhance communication and collaborations within the research community. One of our priorities is to strategize, with input from the research community and Human Resources, on the development and the rollout of a career development policy for postdoctoral research fellows, who play a critical role in the successful conduct of research at the MGH and in whose careers the hospital's leadership is highly vested."

For more information about the ORCD, which will be located in Bulfinch 370-F, call (617) 643-2589. ●

– Clinical Research

(Continued from Page 1)

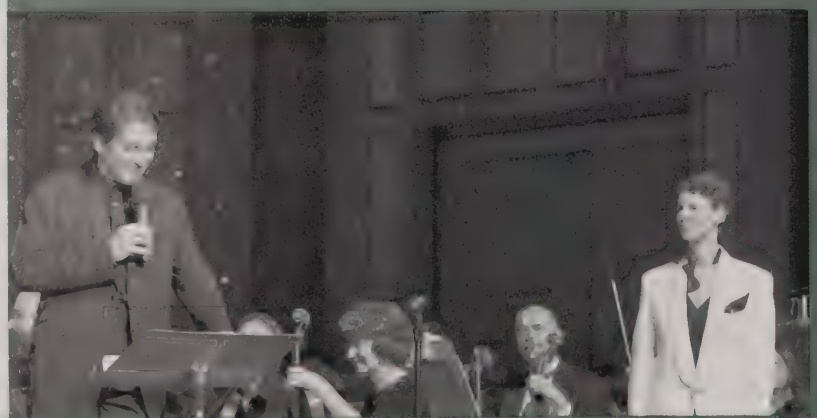
leading pharmaceutical and biotechnology companies to consider new ways that industry can work with academic medicine to get past what has been called the "first translational block" – obstacles that prevent basic science discoveries from being tested in clinical trials. In a remarkably candid discussion, the panel addressed the limitations of the current system – which is more than 50 years old – for bringing potential new drugs to trial. They touched on issues such as when potential new inventions should be brought to the attention of industry partners, the different cultures and incentives that apply to academic and industrial environments, and the best definition of a successful clinical trial or potential new drug.

"The vigor of the day was evident to anyone in attendance. Our clinical research community is robust and growing, fueled by our patients and their needs," says Crowley. ●

MGH physician performs at Partners Night at the Pops 2005

The eighth annual Partners Night at the Pops: A Celebration in Honor of Our Physicians was held June 25 at Symphony Hall. Led by Conductor Keith Lockhart, the Boston Pops Esplanade Orchestra began the program with some patriotic tunes in celebration of the Fourth of July holiday and ended with a special performance by guest vocalist Sam Harris, star of Broadway, film and television.

The highlight of the evening was the "DocSearch" segment when six Partners physicians competed on stage to become the next "on call" maestro – a back-up conductor for Lockhart. Lisa R. Leffert, MD, of MGH Anesthesia, and the other would-be conductors from BWH, NSMC, NWH, Faulkner and Spaulding, were asked to demonstrate their skills by conducting the orchestra in a song related to their medical specialty. Under Leffert's direction, the orchestra performed the "Cradle Song."

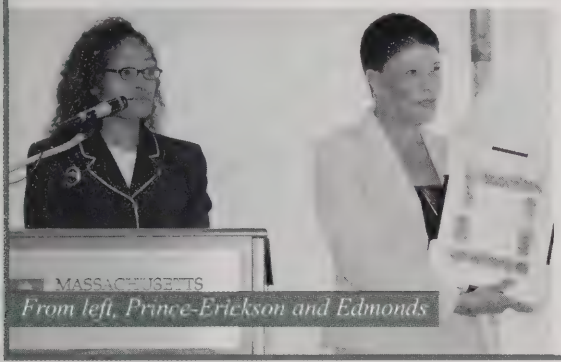

Lockhart introduces Leffert before she competes in the "DocSearch" segment.

Their performances were judged by a physician from PCHI and BWH, as well as by Lockhart. The six physicians, who were all deemed equally qualified to conduct the orchestra, were given a conducting baton autographed by Lockhart, who instructed them to, "Keep it with you at all times, so you're always ready for my call."

MGH graduates urged to dream big

For the 109 MGH employees being recognized by the MGH Workplace Education Program, their graduation day dawned perfectly – sunny and warm. The graduates, along with their families, friends and coworkers, sat under the Bulfinch tent during the 10th annual Celebration of Achievement ceremony June 24, eagerly waiting to accept their diplomas for their progress in one of six levels of English for Speakers of Other Languages (ESOL) classes.

The program began with a welcome by Carlyene Prince-Erickson, director of Employee Education and Leadership Development, and Jeff Davis, senior vice president for Human Resources. Davis also introduced Jane C. Edmonds, director of the Massachusetts Department of Workforce Development, who shared some inspiring words with the graduates. "The step you have taken will last your entire life and will lead you to the next step," said Edmonds. "Take courage to venture out and learn something new. Dream big." Edmonds was followed by selected students from each class level, who read samples of their writing.



From left, Prince-Erickson and Edmonds

Prince-Erickson introduced guest speaker Krys Klincewicz, a supervisor in Materials Management. Klincewicz, an alumnus of the ESOL program, talked about coming to the United States and how during his second day of work at the MGH he enrolled in the ESOL class. "In my 13 years at the MGH, I have received a lot of opportunities that might not have been offered elsewhere," he said. "It's important to take advantage of opportunities offered and make the most of them."

Jane Ravid, lead ESOL instructor, then presented certificates to each graduate and also acknowledged a number of volunteers who helped make the program possible. The ceremony concluded with a festive celebration under the Bulfinch tent.

Durante Awards honor true healers from MGH Cancer Center

In recognition of their compassion, enthusiasm and commitment, two of the MGH's finest were honored June 27 with the Susan and Arthur Durante Award for Exemplary Care and Service with Cancer Patients. Constance Roche, RN, NP, of the Avon Foundation Comprehensive Breast Evaluation Center, and Edward Kielty, a technician for the Northeast Proton Therapy Center, received the annual award at a special ceremony in the O'Keeffe Auditorium.

The award is named after Arthur and Susan Durante, who have been actively involved with the MGH since Arthur – who died five years ago – was diagnosed in 1968 with Hodgkin's Disease. The award is given each year to two nonphysician staff members in the MGH Cancer Center, nominated by colleagues, supervisors, patients or families. The couple created the award to express their gratitude to MGH staff and to recognize the important impact MGHers have on their patients' lives. "Arthur and I wanted to honor healers, not just caregivers. A true healer is a person that reaches out to help cancer patients not with their gloves but with their hands and their hearts," said Susan Durante.

Roche, who has been a nurse for more than 30 years, is part of the team that designed a weekly session that provides a direct link between the MGH's main campus and community health centers serving a vulnerable, largely low-income population. "I feel fortunate to be part of a profession that entails being helpful, compassionate and thoughtful to others," said Roche. "I walk along the path with women who are affected by cancer and go on the journey with each and every one of them."

Kielty's gift in working with people was recognized his first day on the job at the MGH 12 years ago. He provides a friendly face for both children and adults during their radiotherapy treatments, which entail remaining immobilized in a confined space for a long period of time. "Ed is trained in the use of immobilization devices, but also has to be a carpenter, a metal worker, a psychologist and a sports fan; know when a pharmaceutical assessment is needed; and do a good impression of Big Bird," said colleague and biophysicist, Stanley Rosenthal, PhD.

Susan Durante ended the presentation with a poignant remark about what qualities exemplify a true healer. "A healer has empathy, professionalism, compassion, dedication, a calm and gentle manner and strives for a genuine connection with a patient. And a healer does all of this with grace." ●

From left, Kielty, Roche and Durante

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MGH HOTLINE

WHAT'S HAPPENING

Smoking cessation program
The MGH Quit Smoking Service will offer a lunchtime smoking cessation program beginning July 13 at noon. This weekly, seven-session group program includes information about preparing to quit, coping with stress without cigarettes, preventing weight gain and tips for not smoking again. The group is open to employees and the general public. For more information, call Amy Asare at (617) 726-7443.

EAP training for managers and supervisors
The MGH Employee Assistance Program (EAP) will offer training courses this fall for managers and supervisors regarding the use of the EAP as a resource to assist with behavioral and mental health and substance abuse concerns. The training sessions will be held Sept. 21, from 3 to 5 pm and Nov. 3, from 1 to 3 pm in the Haber Conference Room. To register for either session, call (617) 726-6976.

Nominations for Ballantine Volunteer Award
Nominations now are being accepted for the Janet Ballantine Oncology Volunteer Award. The award was named in memory of Ballantine, a patient in the MGH Cancer Center, whose valiant struggle with cancer was a source of inspiration to family, friends and caregivers. Ballantine also was a committed volunteer and co-founded Friends with Hope, a foundation that has raised more than $100,000 to support breast cancer research. Any MGH volunteer who supports patients with cancer is eligible for this award. Nomination forms are located on Founders 6 at the Center for Clinical and Professional Development, Bigelow 10 Nursing office, the Volunteer Department and the Cox 1 Cancer Resource Room. The deadline is Aug. 9.

Perioperative nursing information session
The MGH will host a Perioperative Nursing Training Program Information Session Aug. 2, from 2 to 7 pm in the Sweet Conference Room. There will be opportunities to meet with representatives from Human Resources and operating room staff and also tour the operating rooms. The program begins in October and applicants must be registered nurses with experience in an acute care setting. For more information, call Michele Andrews at (617) 724-6052.

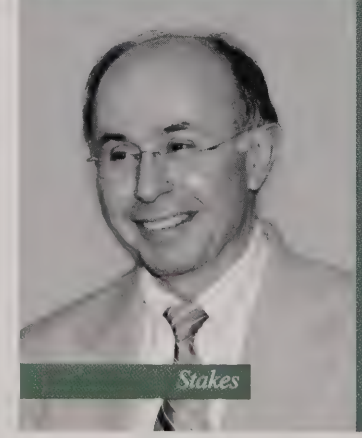
Leverett Circle lane shut down
The implementation of a new Leverett Circle Phase I traffic pattern will begin July 8. The new pattern will close left turn lanes from Storrow Drive Eastbound to McGrath/O'Brien Highway. All traffic to McGrath/O'Brien Highway will be detoured via Martha Road to Nashua Street to McGrath/O'Brien. This will not affect access to the MGH Nashua Street Orange Lot. In addition, the pedestrian bridge at Leverett Circle will be demolished beginning July 10. The pedestrian bridge at Blossom Street can be used as an alternative. Construction updates can be obtained by visiting *www.masspike.com* or by calling (617) 951-6400.

Sleep and older adults

It is a fact of life that everybody needs sleep. While the average adult needs approximately seven hours of sleep, some can function on less than five hours and others need nine hours or more. As adults get older, adequate sleep can be hard to achieve. To offer helpful tips to local seniors about sleep and sleep disorders, MGH Senior HealthWISE hosted "Sleep and Older Adults" June 28 in the Walcott Conference Rooms.

Guest speaker John W. Stakes, MD, of MGH Neurology and the Sleep Disorders Clinic, spoke to the crowd about the history of sleep, the many causes of insomnia, daytime sleepiness and how to avoid it, and unusual causes of sleep disruptions such as nocturnal seizures, restless limbs and acting out dreams in sleep. "With aging, the deep sleep the body needs happens less frequently," said Stakes. "The body is more easily aroused by internal and environmental stimuli, and the length of sleep also shortens."

The most important piece of advice Stakes shared with the group is to discuss sleep issues with a physician. "Not enough doctors ask their patients how they've been sleeping," said Stakes. "Many sleep issues can be easily cured if the patient seeks help."


Stakes

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July 15, 2005

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Leadership meeting focuses on operating budget, information systems and JCAHO lab survey

Progress with finalizing the FY'06 operating budget process was the major topic of a hospitalwide leadership meeting July 11, with the most important news being the significant reduction of a $100 million budget gap to $9.5 million. "We have made tremendous progress in developing a budget plan that will meet our financial targets and allow a 4 percent growth in FTEs – which translates into 350 new positions," said Sally Mason Boemer, vice president of MGH Finance. "And this plan will enable us to fund several new strategic initiatives, which will position us well going forward."

The initial budget gap can be attributed to modest revenue and volume assumptions and a large number of nearly unavoidable expenses that were added to the budget. Targets were set to close approximately 40 percent of the budget gap through volume and payment rates and 60 percent through slowing the rate of expense growth.

On the revenue side, the hospital exceeded its target of $40 million in improved rates and volume by $6 million. And while significant progress has been made in reducing additional expenses, the hospital still is slightly behind its targeted goal. Several strategies are being implemented to further close the remaining $9.5 million gap. Mason Boemer emphasized the importance of the hospital's plan to close the gap and achieve a $112.9 million margin, since operating margins are the primary funding source for hospital investments in new facilities, equipment and information systems.

(Continued on Page 2)

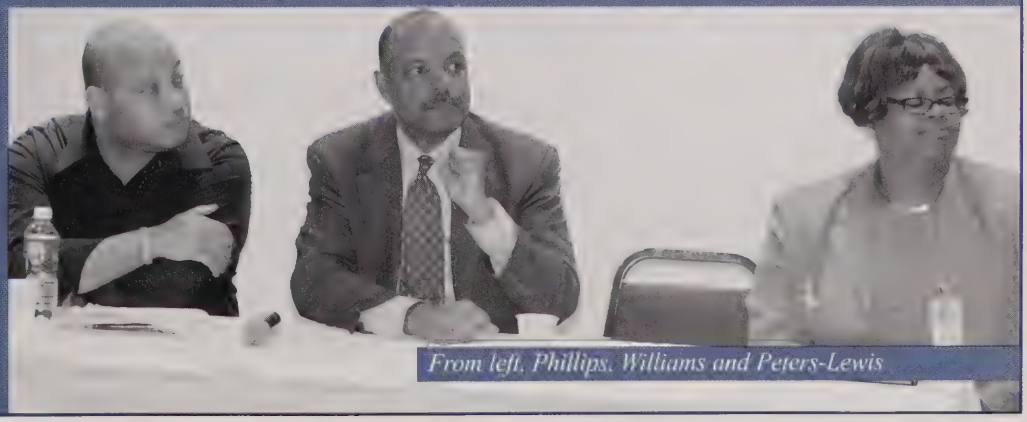
MGH forum on disparities brings patients' voices to the forefront

During the past few years, the MGH and the City of Boston have been committed to addressing racial and ethnic-based disparities – or differences – in access to and delivery of health care. To help educate the hospital community about this issue, Peter L. Slavin, MD, president of the MGH, and the MGH Committee on Racial and Ethnic Disparities hosted "Racial and Ethnic Disparities in Health Care: A Patient's Experience with Renal Transplantation" June 27 in the O'Keeffe Auditorium. This was the third forum held, and a wide cross-section of MGH employees and staff attended.

Joseph Betancourt, MD, MPH, senior scientist at the MGH Institute of Health Policy, and Joan Quinlan, director of the MGH Community Benefit Program, co-chairs of the committee, opened the forum and introduced the special guest speakers. The panel included Robert Phillips, a recent kidney transplant recipient; Winfred Williams, MD, director of the MGH Multicultural Affairs Office; and Angelleen Peters-Lewis, RN, PhD(c), nurse manager for the MGH Gastrointestinal Endoscopy Unit. A portion of the documentary "Worlds Apart," which featured Phillips, was shown to illustrate his experiences as an African American patient going through dialysis and waiting for an organ transplant. After years on the waiting list with no match, Phillips finally received a kidney from a living unrelated donor – his fiancee.

Williams, who is chair of the Minority Affairs Committee of the United Network for Organ Sharing – the national body that sets policies and rules for the distribution of transplanted organs in the United States – notes that recent data from the Scientific Registry for Transplant Recipients show that African American dialysis patients are put on the waitlist for renal transplantation 26 to 80 percent less often than their Caucasian counterparts, depending upon the states analyzed. Similarly, the overall rate of first kidney transplantation for African Americans from a deceased donor is 31 to 82 percent lower than that of Caucasians.

The forum concluded with the audience participating in an engaging question-and-answer session with the panel. The program was co-sponsored by Patient Care Services, the Community Benefit Program, the Multicultural Affairs Office, the Association of Multicultural Members of Partners and the Massachusetts General Physicians Organization.



From left, Phillips, Williams and Peters-Lewis

JCAHO to survey lab areas

The Joint Commission on Accreditation of Healthcare Organizations (JCAHO) has notified the MGH that a lab survey of the hospital's clinical testing areas will take place from Sept. 19 to Oct. 3. This 11-day visit will be conducted by one surveyor who will inspect the Pathology Service and any area of the hospital that performs tests. Visits will be made to the inpatient units, operating rooms and special function laboratories as well as potential visits to the WACC, the Yawkey Center for Outpatient Care, the MGH health centers and CNY.

Lab surveys – which are conducted every two years – also use the JCAHO's tracer methodology, a new process that surveyors use during hospital surveys to assess systems through "tracing" a patient's experience. With this method, a surveyor follows identified patients throughout their care experience, speaking with staff members who care for those patients along the way. In the case of the lab survey, test results could be "traced" back to a patient and his or her caregivers.

The lab surveyor could question any employee who orders clinical tests, collects specimens, reports or receives clinical results, acts upon clinical results or who packages, labels, transports or analyzes specimens. Employees who are preparing for this lab inspection should focus their efforts on areas and topics such as verification of patient identification, notification of critical lab results, reference ranges and procedures for point-of-care testing, tissue banking, as well as phlebotomy and transfusion procedures.

For more information about the lab survey, call Donna MacMillan at (617) 726-8887 or Dom Misiano at (617) 726-3858.

– Leadership meeting

(Continued from Page 1)

She also reviewed the key drivers of the budget. Inpatient volume is at a 2.1 percent growth rate comparing second-quarter FY'05 to FY'06 budget. Outpatient volume is projected to grow at a higher rate than inpatient volume for several key services. Total net patient service revenue is projected to grow 10.3 percent compared to the FY'05 forecast. Nonpatient revenue is expected to grow modestly, and total expenses currently are growing at 8.7 percent compared to the FY'05 forecast. In addition, senior management is working with departments to determine the hiring priorities so that the target of 350 full-time-equivalent (FTE) positions can be reached.

"Through a combination of revenue and volume growth and slowing the rate of expense growth, we should be able to achieve our financial targets and accomplish some important objectives," said Mason Boemer. These objectives include funding several initiatives aimed at expanding capacity and better managing volume, launching several clinical growth plans, supporting the employee wage and salary program and making the Richard B. Simches Research Center fully operational.

Jim Noga, chief information officer for the MGH, presented an update of the current Information Systems (IS) projects and goals for FY'06 and beyond. He gave a status report on 36 current IS projects – including the electronic medication administration process project, the further deployment of the longitudinal medical record, the expansion of the patient tracking system beyond the Yawkey Center for Outpatient Care, and more upgrades to the Patcom and IDX systems as a part of the PACE program.

Important initiatives are underway that will affect the hospital's IS infrastructure, including discussions with IS industry leaders to develop a high-end medical-grade network; introducing the next generation of Windows software throughout the hospital; increasing security and intrusion detection; implementing more electronic security measures established by HIPAA; and targeting areas in the hospital to support a wireless environment.

Maryanne Spicer, director of MGH Compliance, gave a brief update about the hospital's preparations for a lab survey to be conducted by the Joint Commission on Accreditation of Healthcare Organizations (JCAHO). The MGH recently was notified that one surveyor will conduct the lab inspection from Sept. 19 to Oct. 3. Spicer emphasized that this survey can include all areas of the hospital because of the new tracer methodology being used by JCAHO surveyors. "These surveys aren't just about labs anymore," she said. "By using the tracer methodology, a surveyor can trace a lab result back to a patient and his or her course of treatment. This means that anyone involved with a particular patient could be involved with the lab survey." For more about the lab survey, see sidebar at left. ●

Leverett Circle lanes shut down

The implementation of a new Leverett Circle traffic pattern began July 8, which closed left turn lanes from Storrow Drive Eastbound to McGrath/O'Brien Highway. All traffic to McGrath/O'Brien Highway now is detoured via Martha Road to Nashua Street to McGrath/O'Brien. This should not affect access to the MGH Nashua Street Orange Lot. In addition, demolition of the pedestrian bridge at Leverett Circle began July 10. The pedestrian bridge at Blossom Street can be used as an alternative. Construction updates can be obtained by visiting *www.masspike.com* or by calling (617) 951-6400.

MGH HOTLINE

ADVANCES

Size of brain structure could signal vulnerability to anxiety disorders

The size of a structure in the brain may be associated with the ability to recover emotionally from traumatic events. A new study by MGH researchers finds that area is thicker in individuals who appear better able to modify their anxious response to memories of discomfort. The study has received early online release on the *Proceedings of the National Academy of Science* website.

"We've always wondered why some people who are exposed to traumatic experiences go on to develop anxiety disorders like post-traumatic stress disorder (PTSD) and others do not," says Mohammed Milad, PhD, a research fellow in the MGH Department of Psychiatry and the study's lead author. "We think this study provides some potential answers."

It is normal to respond with physical and emotional distress to situations that bring back memories of traumatic events. Such responses usually diminish over time, as those situations are repeated without unpleasant occurrences, but some people continue to respond with what can be overwhelming fear and may develop PTSD. Prior studies in animals have suggested that the ventromedial prefrontal cortex (vmPFC) – an area on the lower surface of the brain – may be involved with the ability to modulate the fearful response.

"WE'VE ALWAYS WONDERED WHY SOME PEOPLE WHO ARE EXPOSED TO TRAUMATIC EXPERIENCES GO ON TO DEVELOP ANXIETY DISORDERS LIKE POST-TRAUMATIC STRESS DISORDER AND OTHERS DO NOT,"

— MOHAMMED MILAD, PHD, A RESEARCH FELLOW IN THE MGH DEPARTMENT OF PSYCHIATRY

Volunteers in the current study viewed photos of rooms with either a red or blue light turned on. Early in the study period, a mild electric shock was delivered to their hands right after a lamp with a blue light appeared. They then viewed the photos with no shocks administered. The next day, the volunteers again viewed the photos with no shocks, and measurements of perspiration were taken to gauge anxiety levels. Structural imaging studies of the volunteers brains showed that those participants who appeared to have less anxiety response the second day also had a thicker vmPFC.

"These results suggest that a bigger vmPFC may be protective against anxiety disorders or that a smaller one may be a predisposing factor. But exactly how that might work we just don't know," says Milad. The report's MGH co-authors are senior author Scott Rauch, MD, and Roger Pitman, MD, both of MGH Psychiatry, and Brian Quinn and Bruce Fischl, PhD, both of MGH Radiology.

Sweet treats for blood donors

The MGH Blood Donor Center sponsored a make-your-own ice cream sundae event July 1 and 5. Senior attending pharmacists Kelly Barnes, Bob Young and Michelle Chan set an example for fellow MGHers by collectively going as a department to donate blood. All donors also received their choice of two newly-designed summer T-shirts. The event was held to help boost blood donation in the summer months when fewer donations occur.

In addition, the sixth annual MGH vs. BWH Employee Blood Donation Challenge is coming soon – Aug. 22 through Sept. 9. Donors will enjoy free T-shirts, massages, raffles and a pizza party. For more information about the challenge, call (617) 726-8177.

From left, Barnes, Young and Chan

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MGH HOTLINE

WHAT'S HAPPENING

EAP training for managers and supervisors

The MGH Employee Assistance Program (EAP) will offer training courses this fall for managers and supervisors regarding the use of the EAP as a resource to assist with behavioral and mental health and substance abuse concerns. The training sessions will be held Sept. 21, from 3 to 5 pm and Nov. 3, from 1 to 3 pm in the Haber Conference Room. To register for either session, call (617) 726-6976.

Nominations for Ballantine Volunteer Award

Nominations now are being accepted for the Janet Ballantine Oncology Volunteer Award. The award was named in memory of Ballantine, a patient in the MGH Cancer Center whose valiant struggle with cancer was a source of inspiration to family, friends and caregivers. Ballantine also was a committed volunteer and co-founded Friends with Hope, a foundation that has raised more than $100,000 to support breast cancer research. Any MGH volunteer who supports patients with cancer is eligible for this award. Nomination forms are located on Founders 6 at the Center for Clinical and Professional Development, Bigelow 10 Nursing Office, the Volunteer Department and the Cox 1 Cancer Resource Room. The deadline to nominate applicants is Aug. 9.

Perioperative nursing information session

The MGH will host a Perioperative Nursing Training Session, Aug. 2, from 2 to 7 pm in the Sweet Conference Room. There will be opportunities to meet with representatives from Human Resources and operating room staff and also tour the operating rooms. The program begins in October and applicants must be registered nurses with experience in an acute care setting. For more information, call Michele Andrews at (617) 724-6052.

Women with disabilities symposium

Harvard Medical School's Center for Excellence in Women's Health will present "Women with Disabilities Symposium: A Practical Approach to Providing Quality Care to Women with Visual, Hearing and Mobility Impairments" Sept. 17, from 9 am to 5:30 pm at Harvard Medical School. The conference will provide clinicians and practice managers with the practical knowledge and skills that will enable them to care more sensitively and effectively for women with disabilities. Enrollment will be limited to 125 participants. The registration fee is $75. For more information and for registration, visit *www.hms.harvard.edu/coewh/DisabilityConference/index.html* or contact Lindsay Giorgi at *Lindsay_giorgi@hms.harvard.edu* or call (617) 732-5502.

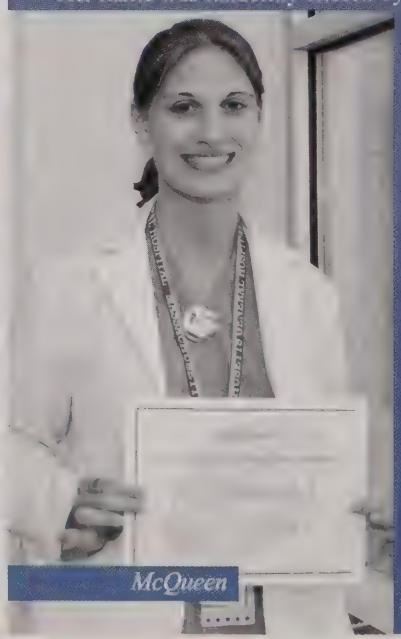
Clinical pastoral education program fellowships

Through funding from the Kenneth B. Schwartz Center and the MGH Department of Nursing, fellowships are available for the winter 2006 MGH Clinical Pastoral Education Program. The program is open to individuals from any discipline who work directly with patients and families in a health care setting and wish to integrate spiritual caregiving into their professional practice. Six Kenneth B. Schwartz Fellowships in Pastoral Care will be awarded to caregivers from disciplines other than pastoral care. Two Spiritual Caregiver Fellowships also are available to registered nurses in MGH Nursing who are direct caregivers and who have at least two years of experience in nursing. The program is part-time and will run from Jan. 9 through May 22. Applications are due Sept. 1. For more information, call (617) 726-2220.

Good luck finds MGH Patriots fan

Kirsten McQueen of the MGH Nuclear Medicine Department is the lucky winner of a pair of New England Patriots season tickets to see her favorite team. Her name was randomly chosen by Peter L. Slavin, MD, president of the MGH, out of the almost 4,000 MGHers who entered the drawing.

"I have never had the opportunity to attend a game at Gillette Stadium," said McQueen. "I'm really looking forward to experiencing my first live game."



McQueen

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by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
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MGH Hotline is published weekly by the MGH Public Affairs Office.

(617) 726-2206

July 22, 2005

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

MGH spearheads web resource for mental health disorders in children

In the last decade, there has been a significant increase in the diagnosis of mental health disorders in children. The reasons are many – pediatricians are identifying childhood disorders earlier, parents – with access to the Internet and a wealth of information that didn't exist a generation ago – are cuing into symptoms sooner and studies indicate the rate of incidence is increasing, be it for genetic, environmental or lifestyle-related reasons. Mental health conditions in children and adolescents can be disruptive and troubling to these children and their families as well as the schools they attend. Unfortunately, a mental health disorder often pits families and schools against each other, even as both are struggling to find ways to support these children.

This spring, a group of MGH clinicians joined forces with educators and parents to launch *www.schoolpsychiatry.org*, a new website targeted to educators, clinicians and parents of children with mental health diagnoses. The project is a joint effort of two programs in the MGH Department of Psychiatry – the School Psychiatry program, led by Jeff Bostic, MD, EdD, and the Mood and Anxiety Disorders Institute (MADI) Resource Center. The site provides information, tools and resources about the full range of childhood mental health conditions with the goal of bringing educators, parents and clinicians together through a common, reliable source.

Karen Blumenfeld, director of the MADI Resource Center and one of the co-managers of the website, says one of the great strengths of the site is that it has been developed and approved by a team of psychiatrists, educators and parents. "Because of the Internet, there is a tremendous amount of information out there, but it's often conflicting or confusing. It's hard to know what to trust," she says. The MGH team spent nine months building the site; reviewing the huge quantities of information that exist; hand-picking the tools and resources they felt were most accessible and accurate; and adding comprehensive narrative descriptions of the full range of illnesses.

Mental health conditions addressed on the site include anxiety, bipolar disorder, depression, obsessive-compulsive disorder, attention-deficit/hyperactivity disorder (ADHD), nonverbal learning disabilities, Asperger's disorder and autism spectrum disorders. Visitors to the site will find checklists for preliminary mental health

(Continued on Page 2)

Batter up: MGHers take a swing at poverty

Partners HealthCare staff stepped out of the Red Sox dugout and up to the plate July 5 to support Boston's anti-poverty agency – Action for Boston Community Development (ABCD) – in the eighth annual ABCD Field of Dreams softball game at Fenway Park.

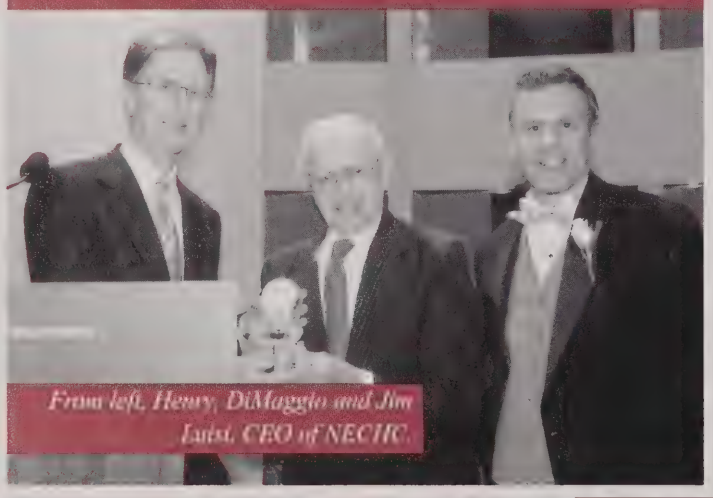
MGH team members represented a variety of departments including Hematology/Oncology, Internal Medicine, Gillette Centers for Women's Cancers and Surgery. Team members from the MGH included Frank Haluska, MD, PhD (MGH captain); Philip Amrein, MD; Matthew Smith, MD; James Rocco, MD, PhD; Arlan Fuller, MD; Suzanne Aquino, MD; Christopher Coley, MD; Maria Roche, NP; and Andrea McClatchey, PhD.

ABCD serves approximately 100,000 low-income Boston residents by providing fuel assistance, day care, job training and other services.

The Partners team

North End presents DiMaggio Public Service Award

The North End Community Health Center (NECHC) hosted a fundraising event May 17 at the Boston Harbor Hotel to benefit the center's existing and future programs and services. Legendary Red Sox centerfielder Dom DiMaggio was on hand to present John Henry, principal owner of the Boston Red Sox, with the second annual Dom DiMaggio Public Service Award for his leadership and commitment to supporting health care in Boston's neighborhoods.



From left, Henry, DiMaggio and Jim Luisi, CEO of NECHC.

Project HOPE volunteers honored at the White House

The team of MGH volunteers who went to Southern Asia in January to aid in the tsunami disaster relief efforts with the Project HOPE mission were honored at the White House July 21. During a volunteer recognition event on the south lawn of the White House, President George W. Bush thanked all of the Project HOPE medical volunteers from 37 states for their dedication to helping restore a region overwhelmed by two natural disasters – the tsunami that hit the region Dec. 26 and an earthquake that rocked Indonesia March 28. The Project HOPE volunteers devoted hours of time to provide health care services in support of the U.S. Navy's Operation Unified Assistance on the USNS Mercy. For more information about this special recognition, see next week's *Hotline*.

— MGH spearheads web resource

(Continued from Page 1)

screenings, screening tools and rating scales, educational evaluations and school-based accommodations and interventions.

Bostic, who co-manages the site and serves as its medical expert, hopes it will become a resource for families, educators and clinicians to partner effectively. "Childhood mental illness and developmental disorders put a tremendous strain on those who are affected – the individuals, their families, and every person trying to help them through the educational and social system," he says. "Early identification and the right modifications are critical to easing the burdens on everyone."

For more information, visit *www.schoolpsychiatry.org*.

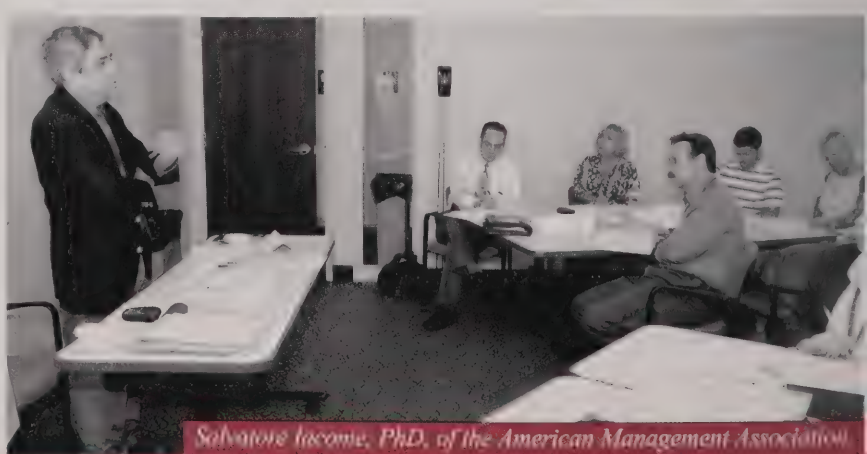
Leadership Academy addresses writing skills

Business writing is an important part of every manager's job and yet courses that teach these skills are typically limited to business management programs. However, participants in the July 13 "Business Writer's Toolkit" – the most recent addition to the MGH Leadership Academy's course offerings – learned proven strategies to avoid some of the common pitfalls that interfere with effective business writing.

"This was an excellent course with a very good instructor," said Rich Perrotti, administrative manager of MGH Downtown. "I immediately began using some of the theory discussed by the instructor in my e-mails. I highly recommend the course."

Since its introduction, the Leadership Academy – a program that helps managers enhance their skills – has consisted of intensive learning seminars such as Process Management and Personalysis, a book discussion group, and a nine-month Strategic Planning course in which participants apply theory to an action learning project. A partnership with Harvard Business School Publishing also provides access to ManageMentor Plus, a series of 37 online, self-directed modules that give managers the added convenience of learning on their own time.

The full day Business Writer's Toolkit will be offered again Oct. 5. The Harvard online Writing for Business course includes online tools and links to additional resources. For more information about the Academy, visit *www.massgeneral.org/leadershipacademy*.



Salvatore Iacomo, PhD, of the American Management Association, teaches effective business writing to MGH managers.

ADVANCES

Noninvasive radiotherapy effective for ear tumors

An MGH research team has shown that stereotactic radiotherapy (SRT) is a safe and effective treatment for patients with vestibular schwannomas – non-malignant tumors affecting nerves supplying the inner ears. Patients with these tumors, which also are called acoustic neuromas, may develop hearing loss and balance problems. Advanced cases can proceed to facial weakness or paralysis and, if critical brain structures are affected, may be life-threatening.

In a follow-up to a 1996 study, Annie Chan, MD, of MGH Radiation Oncology, and her colleagues report in the July issue of *Neurosurgery* the largest study of this application of SRT with the longest follow-up. "Our results show that SRT provides a tumor control rate of 98 percent at five years, which is comparable to that of the best surgical and radiosurgical series," says Jay Loeffler, MD, chief of MGH Radiation Oncology and the senior author of the paper.

SRT delivers highly focused radiation over a six-week course of treatment and, in contrast to surgery and radiosurgery, is noninvasive. Information from CT and MR imaging studies is used to carry out three-dimensional treatment planning, and a noninvasive stereotactic frame immobilizes the patient's head during radiation to assure precise treatment delivery.

"In addition to the excellent tumor control rate, SRT results in very low treatment-related side effects," says Chan. "In our study, none of the patients developed new facial weakness, and in patients who already had facial weakness, the rate of worsening over five years was only 1 percent. No additional tumor development or malignant transformation was seen for up to 10 years after treatment."

The paper's MGH co-authors are Frederick Barker, MD, Hanne Kooy, PhD, Robert Martuza, MD, and Robert Ojemann, MD.

MGH care teams topic of seminar

Each month, the unit service associates (USA) task force sponsors an educational seminar on various topics of interest to USAs, operations associates (OA) and other support staff members. In the June USA seminar, Paul Uhlig, MD, of MGH Cardiac Surgery, presented new research about the benefits of having all role groups involved in a patient's care work together with the goal of improving communication among care team members and with patients and families. Uhlig and others on Blake 8 and Ellison 8 are working together to redesign patient care rounds and establish a collaborative care team project on those units.

Care teams include nurses, doctors, case managers, physical therapists, social workers, and other practitioners who give direct patient care, and also USAs, OAs and other staff members who help to care for a patient's many other needs during a hospital stay. For more information about the USA task force or the USA educational seminars, contact Ruth Dempsey, RN, at (617) 724-3920.

Uhlig, far left, and members of the USA task force

Grant advances field of cardiothoracic transplantation

In June, Joren C. Madsen, MD, DPhil, surgical director of MGH Cardiac Transplantation, received a five-year, $6 million grant from the National Institutes of Health (NIH) to develop novel ways to induce immune tolerance to heart or lung transplants in animals. The grant – a program project grant through the NIH's National Institute for Allergy and Infectious Diseases – will enable a team led by Madsen to conduct a range of studies using large animals, the ultimate goal of which is to develop protocols for human patients to receive heart or lung transplants without the need for immunosuppressive drugs. Drugs that suppress the immune system are critical to the success of organ transplantation because they prevent the body from rejecting the new organ as a foreign object. However, the same compounds can cause dangerous problems, including the development of cancers and certain infections. Immunosuppressive drugs also do not ever fully suppress the immune response to the transplanted organ so that most transplant recipients eventually suffer organ rejection.

Madsen will be the principal investigator for a team that includes James Allan, MD, from MGH Thoracic Surgery, Gilles Benichou, MD, of MGH Transplant Surgery, and Terry Strom, MD, from the Beth Israel-Deaconess Medical Center.

"This award is a great honor, and represents a tremendous opportunity to advance the field of thoracic allograft transplantation," Madsen says.

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MGH HOTLINE

WHAT'S HAPPENING

MGH Ladies Visiting Committee scholarship
The MGH Ladies Visiting Committee will offer a scholarship to clinicians who wish to advance their professional training by enrolling in a certificate or degree program at the MGH Institute of Health Professions. Eligible candidates include nurses, physical therapists and other direct health care providers who have worked at the MGH for a minimum of one year. Current and newly admitted students are eligible to receive financial assistance for a maximum of three academic credits. The deadline to submit an application for fall enrollment is Aug. 15. For more information, visit *www.mghihp.edu/student services/financialaid.html.*

Human Research Committee summer workshops
The Human Research Committee will offer two monthly seminars at the MGH and BWH designed for research community members who write or edit consent forms. Ann Ogletree, senior human research specialist and consent editor for Partners Research Management, will conduct the workshops. The workshops will be held from 9 am to noon July 19 and Aug. 16 in the BWH HHMI Conference Room and July 20 and Aug. 17 in the MGH Yawkey Center's Schiff Conference Room 4820. To register, send an e-mail to *aogletree@partners.org* and specify the dates preferred. Enrollment is limited to 12 per session.

Perioperative nursing information session
The MGH will host a Perioperative Nursing Training Session, Aug. 2, from 2 to 7 pm in the Sweet Conference Room. There will be opportunities to meet with representatives from Human Resources and operating room staff and also tour the operating rooms. The program begins in October and applicants must be registered nurses with experience in an acute care setting. For more information, call Michele Andrews at (617) 724-6052.

Clinical pastoral education program fellowships
Through funding from the Kenneth B. Schwartz Center and MGH Nursing, fellowships are available for the winter 2006 MGH Clinical Pastoral Education Program. Six Kenneth B. Schwartz Fellowships in Pastoral Care will be awarded to caregivers in disciplines other than pastoral care. Two spiritual caregiver fellowships also are available to registered nurses in MGH Nursing who are direct caregivers and who have at least two years of experience in nursing. The program is part-time and will run from Jan. 9 through May 22. Applications are due Sept. 1. For more information, call (617) 726-2220.

MGH physician receives Gold Medal award

Daniel B. Kopans, MD, director of the MGH Breast Imaging Division in the Department of Radiology, recently received the Gold Medal award from the Society of Breast Imaging in recognition of his contributions to the field of breast imaging at the society's biennial meeting held recently in Vancouver.

Kopans was among the first to recognize the importance of combining multiple forms of medical imaging to detect and diagnose breast cancer earlier and helped develop the field of breast imaging. He shaped scientific arguments in support of mammography screenings for women in their 40s that now allow women to routinely be offered annual mammography screenings. He also created a reporting system at the MGH that is the basis for the nationally accepted American College of Radiology Breast Imaging Reporting and Data System that has standardized breast imaging reporting. Kopans has been head of Breast Imaging at the MGH since 1978.

In memoriam

Madhukar Pathak, PhD, of MGH Dermatology, died June 18 at the age of 77. Pathak had been a part of the Harvard Medical School community since 1960 and was a vital partner in the introduction of photochemotherapy in MGH Dermatology in the 1970s. He also contributed to the development of topical and oral sunscreens and was widely acknowledged nationally and internationally for his work in photosensitization and photoprotection.

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July 29, 2005

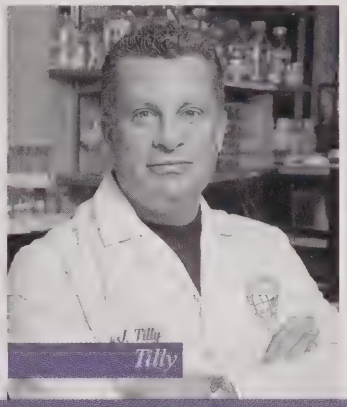
MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

ADVANCES

Bone marrow may be source of new egg-cell generation in adult mammals

Last year a group of MGH researchers announced finding that female mice – contrary to longstanding theories – retained the ability to make new oocytes (egg cells) into adulthood. Now the same investigators have identified a potential source for the production of these cells – stem cells in the bone marrow. Their article appears in the July 29 issue of *Cell*. "We may be ushering in a new era in the clinical management of female infertility and menopause," says Jonathan Tilly, PhD, director of the Vincent Center for Reproductive Biology at the MGH and leader of the research team. "This could lead to new treatment approaches based not on drugs but on regenerative medicine through adult stem cells."



Last year's report contradicted the biological "dogma" that female mammals are born with a limited supply of oocytes that are depleted throughout life. Instead, the MGH team found evidence that adult female mice are constantly producing new oocytes and follicles, the tiny sacs in which eggs grow. In the current paper, they first showed that, while injections of the chemotherapy drug doxorubicin kill existing oocytes and follicles, hundreds of follicles reappear within 24 hours, suggesting there is another source of oocytes not damaged by the drug.

A search for gene markers known to be associated with the germ cells that produce oocytes in embryonic animals found that "every germ cell marker we could think of was expressed in the bone marrow of adult female mice," Tilly says. To verify the presence of germline stem cells in bone marrow, the researchers ran a series of experiments in female mice that had been sterilized with powerful chemotherapy

(Continued on Page 2)

Disparities Solutions Center launched at the MGH

In a well-attended ceremony July 20, the MGH launched a first-of-its-kind national center dedicated to developing policies and changing the delivery of care to help eliminate racial and ethnic differences – or disparities – in health care. Peter L. Slavin, MD, president of the MGH, announced the creation of the Disparities Solutions Center and was joined by Boston Mayor Thomas M. Menino, state Sen. Dianne Wilkerson and state Rep. Peter Koutoujian during the ceremony.

The center has the potential to change the way minorities receive medical care locally, regionally and nationally and will serve as a resource for hospitals, health insurers, physicians and other caregivers, community health centers, health professions schools, consumer organizations and state and local governments. The MGH and Partners HealthCare have committed $3 million in initial funding for the center, which has already begun working with the Boston Public Health Commission, the Blue Cross and Blue Shield Foundation of Massachusetts and the State of Delaware.

"Racial and ethnic disparities in health care have been well documented by both national and local research," said Slavin. "It is time to move from diagnosing the problem to treating it. It's time to change the way we deliver care and take action against these disparities in care."

(Continued on Page 2)

Slavin, left, welcomes Menino

— Disparities Solutions Center

(Continued from Page 1)

Mayor Menino applauded the creation of the center: "This is a special day," he said. "It is unacceptable in our society to not have the same quality of care for everyone. Boston is fortunate that we have the commitment of the MGH and Partners to lead this effort and work together with the city and state to support the health care community of Boston and beyond."

The MGH has taken a leadership role to address health care disparities and educate the hospital community about its detrimental effect on some patients. The MGH Committee on Racial and Ethnic Disparities was formed in 2003 and is co-chaired by Joseph Betancourt, MD, MPH, senior scientist at the MGH Institute of Health Policy, and Joan Quinlan, director of the MGH Community Benefit Program.

Betancourt, who was a member of an Institute of Medicine committee that produced the landmark report "Unequal Treatment: Confronting Racial and Ethnic Disparities in Health Care," was named director of the Disparities Solutions Center. He explained that the center will serve as a change agent by translating research into policy and practice; will develop and evaluate customized policy and practice solutions for health care providers, insurers, educators, community organizations and stakeholders; and will provide education and leadership training to expand the community of skilled individuals dedicated to eliminating health care disparities.

"We are proud to have the visionary leadership on this issue at both the city and state level," said Slavin. "Mayor Menino's creative, courageous and highly effective efforts to make Boston a healthy city for all its residents – especially those who are most vulnerable – are a national model and a true gift to those of us who live and work here." ●

Sen. Wilkerson

— Bone marrow may be source of new egg-cell generation in adult mammals

(Continued from Page 1)

doses and in mice that lacked a gene essential for the development of mature oocytes. In both groups, mice who received bone marrow from normally fertile females soon began to produce normal-appearing oocytes. In a series of similar experiments involving blood cell transfusions, the previously sterile mice began to produce oocytes within two days.

Tilly explains that it now looks like the ovary is part of a three-tiered system in which stem cells in the bone marrow manufacture progenitor germ cells, which travel through the bloodstream to the ovary, where they mature into oocyte-containing follicles. "This shows that we need to think more broadly about female reproduction – that oocyte production involves more than just the ovaries," he says. Future studies will examine whether the oocytes produced after blood or marrow transplants can produce offspring and search for the molecular signal that induces the bone marrow to produce progenitor cells.

The paper's co-authors are first author Joshua Johnson, PhD, Malgorzata Skaznik-Wikiel, MD, Ho-Joon Lee, PhD, Yuichi Niikura, PhD, Katherine Tschudy, PhD, and Jacqueline Canning Tilly, all from the Vincent Center for Reproductive Biology, along with Jessamyn Bagley, PhD, Gregor Adams, PhD, Maria Cortes, PhD, Randolf Forkert, PhD, Thomas Spitzer, MD, John Iacomini, PhD, and David Scadden, MD. ●

White House honors Project HOPE volunteers

"Massachusetts is very proud of the MGH and the extraordinary health professionals being honored," said Sen. Edward Kennedy in response to the White House recognition of the tsunami relief volunteers with Project HOPE, including the more than 60 doctors, nurses, social workers and registered dieticians from the MGH. "Their dedication and caring have served America and the world well."

At a July 21 event on the south lawn of the White House, President George W. Bush thanked the volunteers from the MGH and 36 other states – all part of Project HOPE – for helping the victims throughout Southeast Asia following the tsunami in December and the earthquake in March.

The Project HOPE volunteers along with the US Navy's Operation Unified Assistance evaluated and treated more than 49,500 patients and performed more than 97,000 medical procedures onshore and aboard the hospital ship, the USNS Mercy, in the months following the disasters.

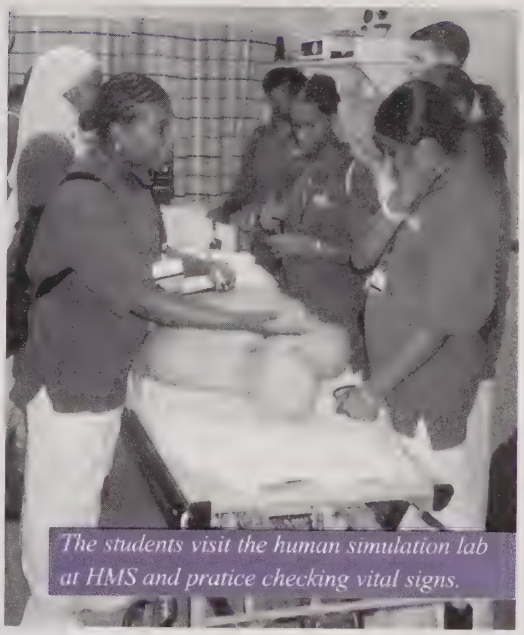
MGH HOTLINE

Bermudians explore the medical field at MGH

For 10 high school students from Bermuda, their trip to Boston and the MGH proved to be the experience of a lifetime. The students – who all share an interest in the medical field and are volunteers at the King Edward VII Memorial Hospital in Bermuda – spent the week of July 24 participating in a health careers exploration program developed by the MGH Community Benefit Office School Partnership Program. With the support of several departments, the students participated in activities including learning the history of the MGH, and visiting the Museum of Science, the Institute of Health Professions and Harvard Medical School (HMS). They also had a daylong job-shadowing opportunity with an MGH health care provider.

On July 26, Peter L. Slavin, MD, president of the MGH; John W. Stakes, MD, director of Specialty Care Development for the Massachusetts General Physicians Organization; Ralph Richardson, executive director of the ACE Foundation, the organization from Bermuda that provided funding for the students; and Candace A. Burns, of the Community Benefit Program; officially welcomed the students and their chaperones to the MGH. Other representatives from the Community Benefit Program and the International Office also were present.

"Approximately 80 percent of nurses in Bermuda are not originally from Bermuda," said Richardson. "To have so many students who are interested in the medical field is very exciting, and I am very proud of these students." ●



The students visit the human simulation lab at HMS and pratice checking vital signs.

Be Fit II: A big success in second phase

Since February, MGHers from 12 departments throughout the hospital have learned to eat healthier and exercise more with the guidance of the Be Fit program – sponsored by the Clubs at Charles River Park and MGH Nutrition and Food Services. Teams from MGH Administration, Patient Care Services Executives, Nursing, Social Services, Speech and Language, and Physical Therapy/Occupational Therapy celebrated the completion of phase two of the program with an awards ceremony July 26 at the Clubs.

"Expanse Management," the MGH Administration team, won the award for most workouts and each member received an exercise tube as a prize to help them continue their commitment to working out. "Movers and Shakers," the Patient Care Services Executives team, won for most improved and will receive a half-hour fitness session with Kate Brill-Daley, manager of the Clubs. The Nursing team, "The Mini-Me's," was the most motivated team and will receive a half-hour nutrition session with Lillian Sonnenberg, DSc, RD, senior manager of Ambulatory Nutrition Services. "Social Lights," the Social Services team, ate the most Be Fit meals and will receive a catered Be Fit meal. The Speech and Language team, "NPO," was named the "Comeback Kids" and will receive a Be Fit social hour at the Clubs. The most weight loss prize – a poolside barbecue lunch at the Physical Therapy/Occupational Therapy team.

With help and support from assigned personal trainers and registered dieticians, the six teams from Be Fit II lost 545 pounds during the 12-week program, worked out a total of 4,976 times and consumed 862 Be Fit meals – formerly known as Nutralert meals. "The Be Fit program was an amazing opportunity to enhance staff morale and energy," said Bonnie Zimmer, MSW, a member of the Social Lights team. "Through Be Fit, our department has had fun, shared a common goal and developed a sense of pride that was unexpected."

In total, all 12 teams including those from phase one – Buildings and Grounds, Environmental Services, Materials Management, Human Resources, Nutrition and Food Services and members of the Clubs – lost a total of 1,126.5 pounds, worked out a whopping 7,877 times and ate 2,469 healthy meals from the Eat Street Café.

Be Fit III will kick-off in September. To learn more about the program, visit *www.clubsatcrp.com.*

Members of the Expanse Management Team

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MGH HOTLINE

WHAT'S HAPPENING

Tuition reimbursement information session
MGH Training and Workforce Development will hold two information table sessions for those interested in learning more about the tuition reimbursement program. Representatives will be available to answer questions and provide application materials. The sessions will be held Aug. 10, from 11:30 am to 1:30 pm near Coffee Central, and Aug. 16, from noon to 2 pm in the Employee Access Center, Clinics 117. Information about the Partners in Career and Workforce Development program also will be available. For more information, call (617) 726-2230.

SummerWorks showcase
The MGH/Timilty Partnership will hold its annual SummerWorks Showcase in the Main Corridor Aug. 4, from 11:30 am to 1 pm. SummerWorks, sponsored by the MGH Community Benefit Program, is a seven-week career exploration and summer employment program that offers graduating eighth graders from the Timilty Middle School in Roxbury paid internships at the MGH during the summer. Interns will present the skills, experience and lessons they have learned.

IN GENERAL

David H. Sachs, MD, director of the MGH Transplantation Biology Research Center, recently received the 2005 Roche Ernest Hodge Memorial Award – the American Society of Transplantation (AST) distinguished achievement award – at the American Transplant Congress. The $25,000 award is the AST's highest honor. It is a career achievement award to someone who has made groundbreaking contributions to the field.

Anne Klibanski, MD, chief of the MGH Neuroendocrine Unit, has been elected president of the Pituitary Society. This international organization is comprised of scientists and clinicians dedicated to research and patient care in the area of pituitary disorders and neuroendocrinology.

Submit news tips and story ideas to the *MGH Hotline*

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by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
165 Cambridge Street, Suite 600
Boston, MA 02114.
www.massgeneral.org/news/

MGH Hotline is published weekly by the MGH Public Affairs Office.

(617) 726-2206

MGH cares for another Boston sports team

In the 1970s, Boston had a professional tennis team, the Boston Lobsters. After a 25-year absence from the professional circuit, the Lobsters have returned this year, and they have selected MGH neurologist Bruce Price, MD, to be the team physician.

Price, who also is the chief of Neurology at McLean Hospital, is no stranger to the game of tennis. He played competitively for Harvard University and as a Junior Davis Cup team member and has a special understanding of the physical and mental rigors of the sport. As head team physician, Price's expertise is head and neck injuries – including concussive and brain trauma as well as nerve-related issues. For bone and joint-related medical concerns, he is supported by Thomas Gill, MD, of MGH Orthopædics and team physician for the Boston Red Sox, and Kai Mithofer, MD, a Boston orthopedist who trained at the MGH.

The Lobsters are one of 12 World Team Tennis teams, each comprising two male and two female players. The players, who compete in co-ed matches, are selected by draft, just as in any other professional sport, and include some of the best-known names in the tennis world.

Lobsters players include James Blake, a two-time All-American for Harvard University, and Martina Navratilova, holder of 20 Wimbledon titles and a member of the original Boston Lobsters squad. "Since childhood I've dreamed of winning Wimbledon and the US Open," says Price. "Now I'm taking care of the actual winners."

Price and Navratilova

The Lobsters are the fifth of Boston's professional sports teams to bring their care to the MGH, following the New England Patriots, the Boston Bruins, the New England Revolution and the Boston Red Sox.

August 5, 2005

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Back-to-school: MGH employees benefit from tuition assistance

As September approaches, many MGH employees will return to school to advance their skills or pursue a college degree. Among the concerns of many returning students is how to finance their education.

As an advocate for career growth and education, the MGH aims to help employees who are current or aspiring students meet educational costs through its tuition assistance program. "Our program is an excellent resource for all employees of the MGH who desire to further their education," says Helen Witherspoon, program manager in the Human Resource's Training and Workforce Development Office, which administers the program.

For MGH employees like Virginia Hines, a part-time clinical investigator for the Department of Psychiatry's Gerontology Research Unit, this program helps ease the financial burden of pursuing an advanced degree. "I'm very appreciative and grateful to the MGH for helping me complete my education," she says. "With two of my children in college and one just having finished graduate school, every little bit helps."

Hines returned to school in 2000 to pursue a master's degree in counseling psychology. With funding from the tuition assistance program for the past five years, she graduated in May.

To be eligible for this program, employees must work at least 20 hours per week and have completed six months of continuous service at the time of application. Applicants must be enrolled in a basic education, certificate,

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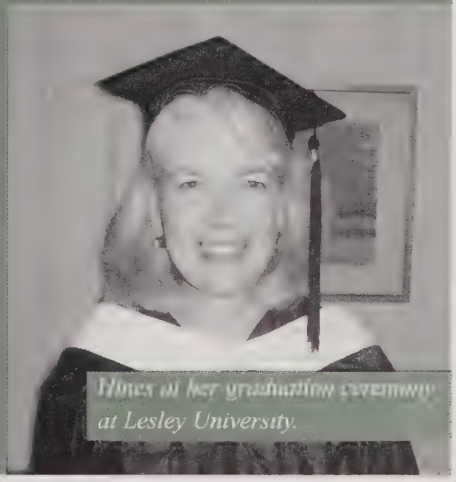


Hines at her graduation ceremony at Lesley University.

MGH Cancer Center receives donations to help battle sarcoma

The MGH Cancer Center recently received two generous donations from families of former patients to help battle sarcoma – a rare and devastating form of cancer that affects the connective tissue. Both donations will benefit sarcoma research conducted by David Harmon, MD, of the MGH Hematology/Oncology Unit.

The Hunter Yates family presented a check to Harmon June 29 to benefit the Jennifer Hunter Yates Sarcoma Fund at the MGH Cancer Center – named in memory of Jennifer, an MGH patient who battled sarcoma for 17 months. The family raised $75,000 through the "12,402 Steps to Cure Sarcoma Walk" May 7 in Hudson, Mass. The 12,402 steps represent the number of days Jennifer had lived.

"This is a proud day for the Hunter Yates family," said Bob, Jennifer's husband. "Jen always referred to the MGH as her home, so it was an easy decision as to where this donation would go. We are extremely happy to be able to help fight this disease."

(Continued on Page 3)

The Hunter Yates family presents Jennifer's caregivers with a check.

Step by step: Bigelow 11 marathon

The second annual Bigelow 11 marathon recently was held, and staff members clocked more than 1,000 miles by tracking the distance that they walked at work over the course of the month. Each participant used a personal pedometer to document mileage, and donations poured in from colleagues, friends and family members. The unit collectively raised $800 for the Durant Fellowship, which provides funding for an MGH clinician to assist in the prevention and treatment of disease among refugees throughout the world.

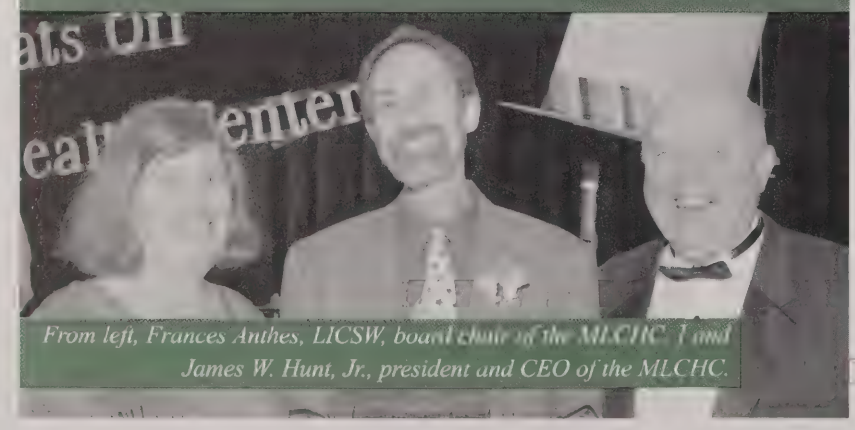
"We all continue to be inspired by the work of the fellowship and feel strongly about continuing to show our support as a unit," said Eileen Flaherty, RN, nurse manager for Bigelow 11. Staff nurses Melissa Roddie, RN, Allyson Maslowski, RN, and Margaret Driscoll, RN, coordinated the event. ●

Bigelow 11 marathon team

MGH Chelsea physician receives top honor

Tom Sterne, MD, medical director for the MGH Chelsea HealthCare Center, recently was awarded the Outstanding Massachusetts Community Health Center Physician Award by the Massachusetts League of Community Health Centers (MLCHC) at their annual gala held at the Seaport Hotel. The award is given to a physician who has worked in a community health center for at least five years and has demonstrated consistent support of and devotion to the delivery of community health care services through his or her clinical practice.

Colleagues at MGH Chelsea fully supported Sterne's nomination and praised the work he has done at the center. "Dr. Sterne has worked tirelessly for 25 years to care for the most vulnerable residents of Chelsea," said Anne Richmond, director of MGH Community Health Associates, in her nomination letter. "He also has worked hard to steward MGH Chelsea into the type of community health center recognized for its commitment to serving these populations. The staff of MGH Chelsea and I are very blessed to have him as part of the Chelsea Community Health Team."



From left, Frances Anthes, LICSW, board chair of the MLCHC, and James W. Hunt, Jr., president and CEO of the MLCHC.

— Back-to-school: MGH employees benefit from tuition assistance

(Continued from Page 1)

undergraduate or master's degree program. Employees are reimbursed upon the successful completion of their course. Reimbursable expenses include tuition, academic and laboratory fees. Books, nonacademic fees and equipment are not reimbursable but may be covered under various MGH scholarship or grant programs.

The allotment of tuition reimbursement funds is dependent on the type of program the employee is enrolled in and his or her employment status. Full-time employees are eligible to receive up to $750 for certificate programs and $2,000 for degree programs. Applications for tuition assistance must be submitted prior to the first day of class. Employees are encouraged to submit applications well in advance to allow sufficient time for processing of the request.

To apply, employees need to submit a completed application, copy of the official letter of acceptance into the program, course description and documentation indicating cost per credit from the current school catalog. To initiate the reimbursement process, employees must submit grades and proof of payment within 60 days upon completion of the course or semester.

Representatives from the Training Office will be available to answer questions about the program Aug. 10, from 11:30 am to 1:30 pm near Coffee Central, and Aug. 16, from noon to 2 pm in the Employee Access Center, Clinics 117.

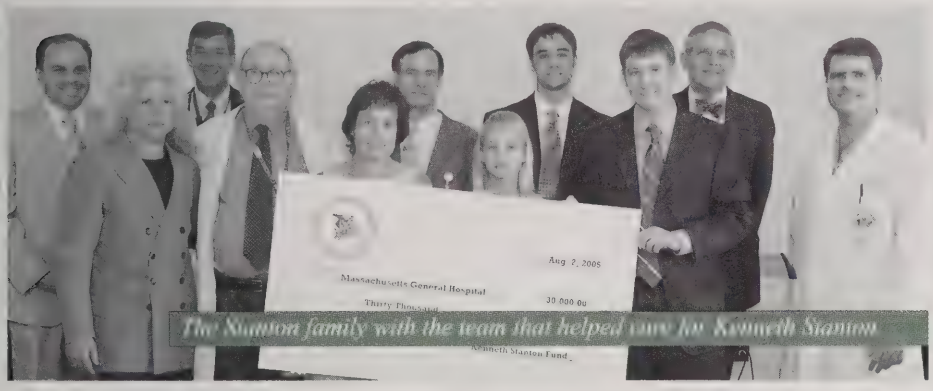
For more information or to download an application, visit *http://is.partners.org/hr/New_Web/mgh/mgh_training.htm* or send e-mail to *mghtraining@partners.org*. ●

— MGH Cancer Center receives donations

(Continued from Page 1)

As part of his Eagle Scout project, 17-year-old Justin Stanton organized a walk "One Step Closer to a Cure" June 4 in memory of his father, Kenneth, also an MGH patient who died from cancer in January. Stanton and his family presented the $30,000 check to Harmon Aug. 2.

"When Justin sets his mind on something, he goes after what he wants and gives it all he has," said his mother, Ann. "I'm extremely proud of him." Stanton hopes to make this walk an annual event. ●



The Stanton family with the team that helped save his Kenneth Stanton

Partners and Blue Cross and Blue Shield team up to support comprehensive health reform

More than 300 Partners HealthCare employees have responded to a call to become active in advocating for comprehensive health care reform in Massachusetts this fall. Partners and Blue Cross and Blue Shield of Massachusetts are working together to promote comprehensive health care reform to expand coverage for the uninsured, manage costs and provide fair reimbursement to providers caring for Medicaid and uncompensated care pool patients. Caregivers and staff throughout Partners hospitals and health centers are advocating for health care reform by writing letters to their state legislators and signing up to participate in a range of advocacy activities on Beacon Hill and in the community.

With more than 450,000 jobs, the health care field is a key driver of the Massachusetts economy. The state is home to some of the world's leading hospitals, medical schools and biotechnology companies and a top recipient of federal research dollars.

Massachusetts Gov. Mitt Romney, Senate President Robert E. Travaglini, House Speaker Salvatore DiMasi, the Blue Cross and Blue Shield Foundation's Roadmap to Coverage, Health Care for All and the Health Care for Massachusetts ballot initiative have all recognized the need for major health care reform, and experts believe some kind of legislation will advance this fall. "Who gets coverage, what services are covered and how much it costs is one test of success and failure," says James J. Mongan, MD, president and CEO of Partners. "But managing health care costs and providing fair reimbursement to health care providers are equally important if we want to keep our health care system stable and strong for the future and provide real, lasting reform."

In May, Mongan and hospital presidents throughout the Partners network sent a broadcast e-mail inviting caregivers and staff to help in the effort by joining in a new advocacy network. As the health care reform discussion heats up, more caregivers and staff are encouraged to get involved. To become part of the new advocacy network and receive regular updates about issues of coverage, cost management and reimbursement, visit *www.massachusettshealthreform.org.* ●

Collecting cans for a cure

While many of her peers are enjoying a summer of leisure, 12-year-old Meaghan Finn is doing her part to help find a cure for breast cancer. The seventh grader wanted to make a difference in the lives of women with cancer after her mother's friend and a next-door neighbor were diagnosed with breast cancer.

She started her philanthropic venture by collecting soda cans and bottles for recycling during Breast Cancer Awareness Month last October. Meaghan has donated almost $800 from her recycling efforts to the Gillette Center for Women's Cancer.

Meaghan chose to donate the money to the MGH because both of the cancer patients she knows personally receive their treatment at the MGH. Meaghan's aunt, Susan Finn, RN, also happens to be part of the nursing staff at the Cancer Center.

To further her involvement in the battle against breast cancer, Meaghan and other youth in her hometown of Woburn, are in the planning stages to create the town's first youth-sponsored breast cancer walk in October. Meaghan envisions that the event will be completely sponsored and run by the youth in her community.

Finn

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MGH HOTLINE

WHAT'S HAPPENING

Genetic Basis of Adult Medicine course
The Harvard Medical School (HMS) Department of Continuing Education will host "The Genetic Basis of Adult Medicine 2005: What the Primary Care Provider Needs to Know" Sept. 23 to 25 for adult health care providers, primary care physicians and genetic counselors. The course will be held at the Fairmont Copley Plaza Hotel. Speakers will include physicians from the MGH and BWH. For more information about the course, visit *www.cme.hms.harvard.edu/genetics*.

Design and Conduct of Clinical Trials course
The Education Unit of the Clinical Research Program, in collaboration with the MGH Cancer Center and Infectious Disease Unit, will offer "Design and Conduct of Clinical Trials" Sept. 8 through Nov. 3 on Mondays and Thursdays from 5 to 6:15 pm in the Trustees Room. The goal of the course is to guide physicians with an interest in clinical trials research through the theoretical and practical issues they will face. This course is ideally suited for second-year fellows and junior faculty pursuing careers in clinical research. The fee is $200 and includes the textbook. Enrollment is limited. For more information, visit *https://hub.partners.org/catalog*, contact Lee Leahy at (617) 726-3310 or send e-mail to *lleahy@partners.org*.

CRP seminar
The Clinical Research Program (CRP) is sponsoring a seminar titled "Protecting Vulnerable Populations in Clinical Research" Aug. 10 from noon to 1 pm in the Thier Conference Room. Alison M. Friedmann, MD, MSc, of the MassGeneral Hospital for Children Hematology/Oncology Unit, will discuss the issues that affect conducting clinical research on vulnerable populations and the measures that should be in place to provide extra protection for the cognitively impaired, children and employees. This lecture qualifies for 1.2 contact hours for registered nurses. Lunch will be provided. To enroll, call the CRP registration line at (617) 726-1669.

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IN GENERAL

E. Tessa Hedley-Whyte, MD, of MGH Neuropathology, recently received the Award for Meritorious Contributions to Neuropathology at the American Association of Neuropathologists 81st annual meeting held in Arlington, Va. Hedley-Whyte has made numerous contributions to the specialty of neuropathology through the years, including holding the position of director of the MGH Neuropathology Training Program.

David Milan, MD, of the MGH Electrophysiology Lab, recently won the Young Investigator Award from the Heart Rhythm Society. At this year's national meeting, Milan received the Basic Science Award for work on the development of the cardiac conduction system in zebrafish.

MGHer awarded National Case Manager of the Year

Peter Moran, RN, a case manager in MGH Emergency Services, recently was the recipient of the 2005 National Case Manager of the Year Award given by the Case Manager Society of America (CMSA) at the National CMSA conference in Orlando, Fla. The award recognizes an individual whose notable contributions, leadership qualities and exceptional dedication have provided a positive vision for the future in the field of case management. Nominees must participate in the CMSA, have published an article in current literature for national, state or local distribution, conduct presentations about case management and support research among other criteria.

"Peter is in his element in this challenging environment," said Alasdair Conn, MD, chief of MGH Emergency Services, in his nomination letter. "Not only will he quickly respond to any request that the physicians or nursing staff relay to him, but he often works miracles in terms of the ultimate disposition of the patient."

Adds Nancy Sullivan, director of MGH Case Management, "He has the exceptional ability to do an in-depth and personalized assessment of a patient situation in a very busy and stress-filled environment and quickly develop a plan that meets the clinical, psychosocial and financial needs of the patient."

August 12, 2005

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Summer program enriches minority students and MGH researchers

If flipflops and sunburns herald the arrival of summer to most of the world, at an academic medical center the sign of the season might be the influx of new students. Each year, the MGH welcomes scientific hopefuls through a variety of programs for medical students, college students and even high schoolers. Since 1991, talented minority students have vied for 12 spots in the MGH Multicultural Affairs Office's highly regarded Summer Research Trainee Program (SRTP) – to the great benefit of mentors and students alike.

The goal of the SRTP is to provide exceptional college junior and senior students and first- and second-year medical students who are members of underrepresented minority groups with the opportunity to participate in biomedical research in basic science, clinical medicine or health policy. Under the guidance of an MGH researcher, students of Latino, African American, Native American and Hawaiian American heritage spend eight weeks conducting original research that culminates in a final oral presentation to the MGH research community, attending didactic sessions and getting a feel for life in academic medicine. Some SRTP summer interns have gone on to publish their findings in scientific or medical journals and others have taken yearlong leaves of absence from school to continue their work.

MGH neurologist Mia MacCollin, MD, has been committed to teaching and mentoring young students since her days as a postdoctoral fellow at the MGH in the early 1990s. She's found the students she has mentored through the SRTP to be consistently excellent –

(Continued on Page 3)

SRTP intern David McGill

Food for thought: Riverside Café and Coffee South offer multiple meal options

Looking for a bite to eat or need a jolt of caffeine while at the Yawkey Center for Outpatient Care? While the MGH offers food options throughout the campus, the Yawkey Center is home to the Riverside Café and Coffee South – both located on the first floor.

Riverside Café, open Monday through Friday from 8 am to 4:30 pm, serves both breakfast and lunch. For breakfast, the café offers fresh grilled breakfast sandwiches, waffles with an array of toppings, fresh pastries made daily, yogurt parfaits and homemade bread pudding. For lunch, the menu includes gourmet paninis, personal pizzas, deli sandwiches, two varieties of homemade soups, and premade salads and sandwiches. Paninis are available in an endless array of creative fillings, including spinach, rice and red bean, grilled portabella mushroom and mozzarella cheese, cajun chicken, and grilled roast beef with caramelized onions. The individual pizzas also have been well received by customers.

"We have been surprised by the popularity of our more adventuresome pizza offerings and many of our popular ones – like our Tex-Mex, shrimp scampi, BLT, Reuben, and pesto and feta cheese pizzas – have been suggestions from the Riverside staff," says Joan Shea, senior manager for Off Campus Retail Operations.

Coffee South, open Monday through Friday from 6:30 am to 5 pm, has a similar menu to Coffee Central, featuring muffins, tea breads, fruit and cheese Danishes, scones, elephant ears and cookies, all baked fresh daily. Beverages include flavored coffees – such as banana nut,

(Continued on Page 3)

Riverside Café staff are ready to serve patients, visitors and MGHers.

Partners of adults with bipolar disorder help each other, themselves

In a room at Newton-Wellesley Hospital (NWH), a group of seven men and women sit in a circle, talking about manic-depression. One person describes a bout of mania he has witnessed; heads nod knowingly, and then someone else offers the name of a new medication she has found helpful with managing psychotic episodes. The people in the room sound like experts on the topic at hand, and they are, but they are not psychiatrists discussing patients or patients themselves. They are spouses and partners of adults with bipolar disorder who are members of a support group sponsored by the MGH's Mood and Anxiety Disorders Institute (MADI) Resource Center.

The MADI Resource Center's support group is one of a kind in the Boston area – a peer-facilitated group that provides an outlet for and assistance to partners of adults with high-functioning manic-depressive illness. While there have long been numerous support systems in greater Boston for people with manic-depressive illness themselves as well as for families in crisis, there was no organization that met the needs of husbands, wives and significant others dealing with the illness as a chronic condition that had significant impact on their families. Three years ago, Karen Blumenfeld, director of the MADI Resource Center, asked Chuck Weinstein, an MGH mental health counselor, to develop a program to fill that void. The result was an intimate group that has met biweekly since early 2003 to share the tears and frustrations – and joys – that go along with sharing a relationship with a person who has a serious mental illness.

The original group, a gathering of nine women and men, was so successful that a second group was formed last year. Both groups have a stable membership closed to "drop-in" members, but both are currently open to new participants.

Weinstein explains that because the groups are both closed and self-directed – he offers only bimonthly supervision, introduces new members and trains participants in facilitation skills – prescreening is used to ensure that members are a good fit. Interested candidates have an initial phone conversation with Weinstein and then a 45-minute face-to-face meeting before they are invited to join. All members are required to make a six-month commitment, and in both groups, many members have been involved since the group started.

For most participants, the MADI group is a supplement to individual counseling and/or couples therapy – and an integral element of their ability to cope. "Bipolar disorder is incredibly stressful for families, not only because of the inherent features of the disease but also because most partners wish to keep their loved ones' illness private, and the effort to do so is a burden unto itself," Weinstein says. "The group allows these partners to share with others who understand exactly where they are and to focus on themselves for a while. Talking about the things that we're doing for ourselves that bring pleasure is a critical part of every meeting."

The NWH site for this MGH program was chosen for its accessibility. Groups meet on alternate Thursday nights. For more information, contact Weinstein at (781) 643-7750 or send e-mail to *groupfacilitator@aol.com*.

Smile for the camera: Baby's first photos

Most parents of newborns will admit to taking many photos of their precious bundles of joy during their first few hours of life. With the help of the MGH Photography Department, proud new parents can add professional quality photos to their blossoming baby photo album.

The MGH Photography Department took over the newborn photography service from an outside company in April 2004 with the goal of providing new parents at the MGH with better service and quality at more affordable prices. "We are proud to offer this convenient service to our patients," says Sam Riley, production supervisor for the Photography Department. "Entire families, near and distant, can receive high-quality digital prints of the new baby that also can be viewed and ordered through a secured website."

A happy MGH newborn

Parents can have their newborn photographed by signing a consent form and setting up an appointment with the Photography Department, between 9 am and 1 pm daily. Photographers are able to deliver the proof sheet of the photos taken and a complimentary certificate of arrival to the mother's room on the same day. A wide range of photo packages and framing options are available. Photo orders can be delivered while the mother is still in the hospital or can be mailed home.

For more information, contact the MGH Photography Department at (617) 726-2237 or send e-mail to *mghbabyphotos@partners.org*.

MGH HOTLINE

JCAHO to survey MGH laboratory services

The MGH has received official notice that the Joint Commission on Accreditation of Healthcare Organizations (JCAHO) will be conducting a survey of the hospital's laboratory services Sept. 19 through Oct. 3. This 11-day visit will be conducted by one surveyor who will inspect the Pathology Service and any area of the hospital that performs lab tests.

Employees who are preparing for this lab inspection should focus their efforts on areas and topics such as verification of patient identification, reference ranges and procedures for point-of-care testing, tissue banking, phlebotomy and transfusion procedures.

One topic that MGH staff members have been focusing on in particular during the lab survey preparations is the appropriate reporting of critical lab test results. Delays or errors in communicating critical test results have been widely recognized as a serious patient safety risk. Critical test results are those that, if left untreated, could be life threatening or place a patient at serious risk.

To address this potentially serious problem, JCAHO developed a specific patient safety goal that focuses on effective communication among caregivers. Though the communication safety goal itself is not new, an important change has been made. Prior to 2003, the person who received a critical result over the phone could simply "repeat back" the information. Today, JCAHO requires the person receiving a critical result to write down the complete result and then read it back. Laboratory staff will ask the person receiving the information to read back the results. The critical test result should be written in an appropriate location – such as the flow sheet, progress note or designated book – and the appropriate clinician should be informed that the test result has been received.

The Laboratory Results: Guidelines for Retrieving and Reporting policy in the Clinical Policy and Procedure Manual describes the MGH process in further detail. Also, a list of critical values is available on the MGH Laboratory Handbook website at *http://mghlabtest.partners.org/CriticalValues.htm*.

For more information about the upcoming lab survey and the 2006 hospital survey, visit the hospital's JCAHO website at *www.massgeneral.org/jcaho*.

— Riverside Café and Coffee South

(Continued from Page 1)

gingerbread and "snickeroo" flavors – a variety of teas, frozen cappuccinos and smoothies.

Under the direction of Jody Melone, food services manager for the Yawkey Center, and Angel Negron, food services supervisor, the café also provides patient lunches for the Infusion Unit located on Yawkey 8. The Nutrition and Food Services staff work closely with the nursing and volunteer staff on Yawkey 8 to make sure the patients' dietary needs are well taken care of. "All the staff agrees that having an opportunity to serve both the caregivers and patients is one of the best parts of working at Riverside and Coffee South," says Shea.

Coffee South staff serve up treats with a smile.

— Summer program enriches

(Continued from Page 1)

one of the reasons she's participated in the program for the past four years. MacCollin, who's particularly interested in helping to bring along the next generation of female scientists, says students have helped her grow as a researcher. "Designing good student projects and seeing them through takes a great deal of time and mental focus," MacCollin says. "Providing structure and guidance to these students has to be a priority, but with the commitment comes real reward."

This summer, MacCollin has had an MIT undergraduate, Andria Balogh, in her lab. Under MacCollin's supervision, Balogh worked to isolate genetic markers in schwannomatosis, a hereditary disorder characterized by the growth of nerve tumors. Other SRTP students have done projects in emergency medicine, general medicine, infectious disease, molecular biology, neurosurgery, orthopædics and pediatric health policy.

When the academic year begins in September, SRTP participants will return to their colleges and medical schools with an invaluable experience and perhaps a clearer picture of their own futures as scientists. For the MGH, the program allows the hospital to provide meaningful support to underrepresented minorities interested in academic medicine. "The MGH has made a strong commitment to increase the number of physicians of color for a variety of important reasons – including more accurately reflecting the growing diversity of patient demographics, addressing race-related health disparities and providing a better overall academic experience for everyone," says Elena Olson, administrative director for the Multicultural Affairs Office. "Our goal is, if not to attract some of these students back to train here, then to provide all of them with a positive, enriching experience that opens doors that might otherwise have been shut."

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MGH HOTLINE

WHAT'S HAPPENING

Blood Donor Center expands hours

The MGH Blood Donor Center is expanding its hours to give employees and visitors more opportunities to donate. For whole blood donations, the center will be open Tuesday through Thursday, from 7:30 am to 5:30 pm, and Friday, from 8:30 am to 4:30 pm. For platelet donations, the center will be open Tuesday through Thursday, from 7:30 am to 5 pm, and Friday, from 8:30 am to 3 pm. The center is closed on Mondays. For more information, call (617) 726-8177.

Annual MGH photo contest

The MGH Photography Department will host the eighth annual MGH photo contest this year. This competition is open to all MGH and Partners employees. Contestants may submit up to two photographs each, no larger than 8 by 10 inches, unmounted and unframed. Entry forms are available in the Photography Department. All entries must be submitted with completed entry form by Sept. 16. Winners will be announced Sept. 29 at the Police, Outside Services, Parking and Photography (POPPS) Fair under the Bulfinch Tent, and prizes will be awarded. All submissions will be displayed. For more information, call (617) 726-2237.

Science fair mentors needed

The MGH/Timilty Partnership is seeking MGH employees to mentor Timilty Middle School students with their science fair projects. Mentors meet with students at the MGH or CNY on Friday mornings, twice a month from October through February. The Partnership provides ongoing mentor training and support. For more information, contact Susan Berglund at (617) 726-7866 or send e-mail to *sberglund@partners.org*. The Science Fair Mentoring Program is funded by a grant from the Howard Hughes Medical Institute and the MGH Community Benefit Program.

2005 Boston Heart Walk

The MGH will be participating in the 2005 American Heart Association's Boston Heart Walk, Sept. 17 at 10 am at the Hatch Memorial Shell on the Charles River Esplanade. Breakfast at the MGH tent will be held at 8:30 am. For more information or to sign up for the walk, visit *http://heartwalk.kintera.org/bostonma/teamsusantowler* or send e-mail to *stowler@partners.org*.

Longwood Symphony on the Esplanade

The Longwood Symphony Orchestra (LSO) will perform at a free, outdoor concert Aug. 17 at 7:30 pm at the Hatch Memorial Shell on the Esplanade. MGHers Daniela Krause, MD; Read Pukkila-Worley, MD; Heidi Harbison, MD; Lisa Wong, MD; and Susan Pauker, MD – all members of the LSO – will perform. Free parking along Storrow Drive will be available after 7 pm. For more information about the concert, visit *www.longwoodsymphony.org*.

Partners running club

Running Partners, the Partners running club, will hold a meeting for new members Aug. 17 at 6:30 pm at the Red Hat Café, 9 Bowdoin St. All Partners employees are welcome to learn about the club. The club also has weekly runs held Wednesdays at 5:15 pm. For more information about the club, visit *www.partners.org/running*.

Rising to the challenge

The annual blood donor challenge between the MGH and BWH will kick off Aug. 23 and run through Sept. 9. All employee donors will receive a special challenge T-shirt. The ultimate winners will be the MGH and BWH patients who receive much-needed blood products. Below is the schedule of activities and fun treats for all MGH employees who donate blood during the challenge.

Aug. 23 – Challenge kick-off lunch provided by Milk Street Cafe.

Aug. 24 – Ice cream sundaes.

Aug. 25, 26, 30 and 31 – Massages, from 11 am to 2 pm.

Sept. 1 and 2 – All donors will be entered into a drawing for a Comedy Connection package (admission for four, a $50 gift certificate and reduced parking).

Sept. 6 and 7 – Pizza party.

Sept. 8 – All donors will be entered to win two free passes to Six Flags or a free pass to a wine tasting event.

Sept. 9 – All donors will be entered to win one of two Patriots autographed donor T-shirts.

To make an appointment to donate as a part of the MGH team, call the MGH Blood Donor Center at (617) 726-8177.

Submit news tips and story ideas to the *MGH Hotline*

Contact Victoria Brady, editor, at (617) 724-6433; or
Christine Johanson Borneo, assistant editor, at (617) 726-0275;
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
165 Cambridge Street, Suite 600
Boston, MA 02114.
www.massgeneral.org/news/

MGH Hotline is published weekly by the MGH Public Affairs Office.

(617) 726-2206

August 19, 2005

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

A healthy competition: MGH vs. BWH in blood donation challenge

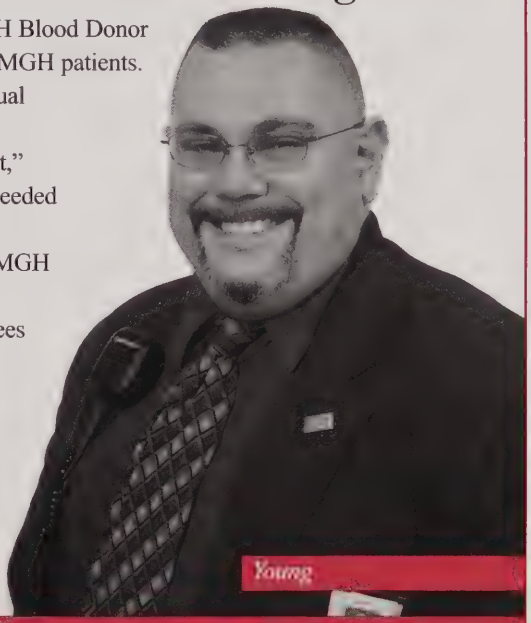
Armen Young from MGH Police and Security is a regular blood donor at the MGH Blood Donor Center. Giving blood is just one way he feels he can make a difference in the lives of MGH patients. Young and many other MGH employees are gearing up to donate during the fifth annual MGH vs. BWH Blood Donor Challenge Aug. 23 to Sept. 9.

"I regularly donate because I know my blood may go to a child who is in need of it," says Young. "I am a dad, and I know how I would feel if it was one of my kids who needed blood. I am happy to help out."

The goal of this challenge is to encourage employees at both hospitals to help the MGH and BWH blood donor centers meet the blood needs of patients during the long Labor Day holiday weekend, a time when donations are traditionally low. All employees who give blood during the three-week contest will receive an MGH/BWH Employee Blood Drive Challenge T-shirt as a special thank you for donating and also will be entered into a drawing to win two roundtrip tickets to any destination served by Independence Air.

The ultimate winners will be the MGH and BWH patients who receive much-needed blood products.

(Continued on Page 3)



Young

Taking a global view of mental health

As a hospital to a melting-pot city, the MGH has long held an international perspective on patient care. Interpreters help patients describe their illnesses and injuries in more than two dozen languages. Telemedicine makes consultations possible between MGH doctors and clinicians thousands of miles away. But what of the cultural, social and other issues that arise when it comes to mental health care? And what – if anything – can the MGH offer in the worldwide struggle against the burden of disease attributed to mental illnesses?

In 2003, Jerrold Rosenbaum, MD, chief of MGH Psychiatry, established the first division of International Psychiatry in a U.S. academic medical center, with Chester Pierce, MD, as founder, and Gregory Fricchione, MD, as director. Fricchione previously had spent two years at the Carter Center in Atlanta, an organization founded by former President Jimmy Carter and Rosalynn Carter to implement peace, democracy and health programs around the world. At the Carter Center, Fricchione developed a particular interest in Africa, where depression is a significant problem compounding the burdens of war and poverty as well as diseases such as AIDS, tuberculosis and malaria. "Working with the Ethiopian Public Health Training Initiative and the University of Addis Ababa Department of Psychiatry, I learned that psychiatry could make a difference in resource-poor settings, but also that psychiatrists could learn from the experience," Fricchione says.

Bidirectionality – the notion that American psychiatrists working in the Third World will get as much as they give – is the central tenet on which the division was built. Numerous initiatives exist to train a new generation of psychiatrists who are global in their scope. Since 2004, the division has offered its own chief residency. Residents can pursue electives around the world. During the last two years, residents have spent time in Nepal, Indonesia, Belize and Brazil, and an Australian elective is being planned. Residents also have the opportunity to study at the Harvard Program for Refugee Trauma and at the Harvard Department of Social Medicine.

At the end of 2004, the division received a grant from the U.S. Department of Education's Program for Mobility in North American Higher Education to develop a core curriculum in public mental health leadership. Together with Canada's Dalhousie University Medical School and McMaster University Medical School; the National Institute of Psychiatry and the National Institute of Neurology and Neurosurgery in Mexico; and Tufts New England Medical Center, the MGH will educate two or three teams of residents each year. Three senior psychiatry residents – one from each country – will

(Continued on Page 2)

–Taking a global view of mental health

(Continued from Page 1)

complete three months of study. They will spend one month in each country studying mental health policy and legislation as well as cultural and logistical issues related to service delivery, access to care, stigma and advocacy. Participants will conduct clinical observations, make field trips and attend expert seminars, interacting in English and Spanish. At the end of the program, teams will prepare a report evaluating the three mental health systems relative to one another and offer recommendations for an improved approach to care.

MGH chief resident Guiseppe Raviola, MD, will spend March through May of 2006 participating in the project. "The collaboration with Canadian and Mexican psychiatrists-in-training is particularly exciting for me as an opportunity to gain greater proficiency in addressing mental health problems with Latino patients," he says.

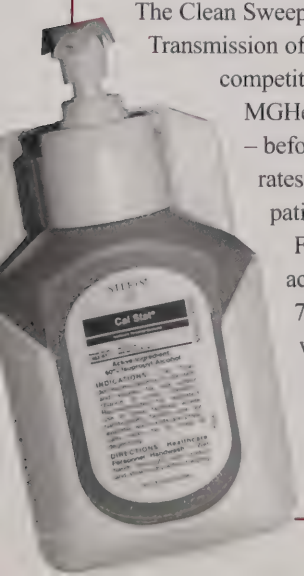
Fricchione hopes the division also will establish clinical programs with partners in developing countries where resources are scarce. "I realize many experts see efforts to improve mental health in areas of the world where so many other monumental problems exist as hopeless," he says. He takes his cue from his mentor at the Carter Center, William Foege, MD, the man considered most responsible for eradicating smallpox from the world. "He once told me that of the many visions of global mental health, some are optimistic, some are realistic and some are pessimistic," says Fricchione. "He urged me to remember journalist James Reston's advice and stick with the optimists, because the task will be tough enough even if they are right." ●

Clean hands equal healthy patients

Three inpatient units have achieved the second-quarter goal of the 2005 MGH Hand Hygiene Clean Sweepstakes contest – a hand hygiene compliance rate of 60 percent before patient contact and 80 percent after patient contact. Congratulations go to Bigelow 9, Ellison 14 and Phillips 22.

The Clean Sweepstakes is sponsored by the STOP – Stop Transmission of Pathogens – task force. It is a friendly competition among patient care units to encourage all MGHers to use Cal Stat – a waterless hand disinfectant – before and after patient contact to help reduce the rates of hospital-acquired infections and improve patient care.

For the third quarter of 2005, any unit that achieves both a compliance rate of at least 70 percent before and 80 percent after contact with a patient or a patient's environment will receive a reward. ●



Words from Rwanda: Life as a Durant fellow

Ann Kao, MD, of the MGH Chelsea HealthCare Center, has spent the past month in Rwanda as part of the Thomas S. Durant Fellowship in Refugee Medicine program. The Durant Fellowship provides either six to nine months or one year of sponsorship for MGHers who wish to serve refugee populations and victims of war and natural disaster with medical care and support. Kao, who will be in Rwanda until December, is keeping a blog – a web log to keep in touch with family, friends and coworkers. The following are excerpts from Kao's blog that give a glimpse into what life is like in Rwanda providing health care to refugees.

Wednesday, July 20 (Arrival in Rwanda)
Two days of travel, four airports, seven time zones, and I am in need of a change of clothes, bleary-eyed, tired beyond belief and I am also, finally home. At least my home for this little stretch of my life. I am so thankful to be here and so excited to start working – there is much to be done.

Sunday, July 24
The mayor has expressed interest in my helping out at the local hospital, which serves a population of almost 150,000 people and is staffed by only two doctors. I will be happy to oblige – although I once again get the feeling that I will be learning far more than I contribute. There are a few things I would like to help get started – HIV education/treatment at this camp, and a health survey of children under age 5 assessing nutritional status, growth parameters and continued basic hygiene issues. It's still a delicate balance of not "taking over" but collaborating at every step of the way.

Saturday, Aug. 6
Saturday comes, my first weekend on call and the minute I arrive at [the refugee] camp there is an extremely ill 4-year-old to greet me. The child came in with severe vomiting and has received fluid resuscitation (probably too much for his weight) but still has altered mental status. The child is breathing about 80 times a minute very shallowly, is lethargic and weak, and I once again miss things that were routine at home like oxygen, endotracheal tubes and ventilators. This is one of the days I feel so inadequate – so unable to help in any meaningful way – it's hard to swallow. I understand more the feeling of responsibility – no matter how often you see this – it doesn't make it right or OK. And I do feel responsible for this child's welfare.

To view Kao's blog, visit *http://ann-kao.blogspot.com/*.

– A healthy competition

(Continued from Page 1)

Below is the schedule of activities and fun treats for all MGH employees who donate blood during the challenge.

- Aug. 23 – Challenge kick-off lunch provided by Milk Street Cafe.
- Aug. 24 – Ice cream sundaes.
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- Sept. 6 and 7 – Pizza party.
- Sept. 8 – All donors will be entered to win two free passes to Six Flags or a free pass to a wine tasting event.
- Sept. 9 – All donors will be entered to win one of two Patriots autographed donor T-shirts.

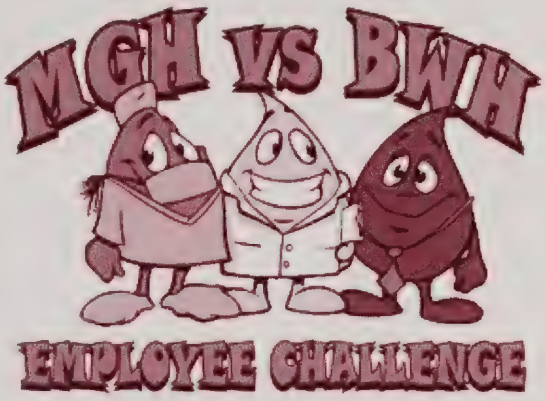
Why is it important to donate blood?

A single blood donation can be used to help several patients at once because the unit is separated into red blood cells, platelets and plasma. These components are given to patients suffering from leukemia or hemophilia, to accident victims, to patients undergoing chemotherapy or to those who have lost blood during surgery. The need for blood always exceeds the available supply, so donors can be sure that their blood will not be wasted.

How long does it take to donate blood?

The actual donation process takes eight to 10 minutes, but donors should allow 30 to 40 minutes for the entire visit. The estimated time to donate blood also includes a few minutes spent relaxing in the Blood Donor Center's refreshment room before resuming normal activities.

To make an appointment to donate as a part of the MGH team, call the MGH Blood Donor Center at (617) 726-8177. ●



MGH researcher named Academic Scientist of the Year

Rakesh K. Jain, PhD, director of the Steele Laboratory for Tumor Biology in MGH Radiation Oncology, was the recipient of the prestigious Academic Scientist of the Year award at the 2005 Pharmaceutical Achievement Awards ceremony Aug. 8 in Boston. The award honors an individual's extraordinary contributions to the discovery of medicines, to defining and understanding drug target classes, to understandings disease pathophysiologies or to developing breakthrough research methodologies that will have applications in the pharmaceutical industry.

Through several studies, Jain and his team have revealed the nature of barriers to drug delivery in tumors and developed clinically applicable strategies for overcoming these barriers. These findings offer new possibilities for cancer treatment and regenerative medicine and have resulted in Jain being regarded as a pioneer in the field of tumor biology.

"I am grateful to my scientific and clinical collaborators for all their contributions to these discoveries," says Jain. "But what is more gratifying is that our research findings are of help to cancer treatment."

Jain, front row, fourth from left, along with his colleagues from the Steele Lab, celebrate their achievement.

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MGH HOTLINE

WHAT'S HAPPENING

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Design and Conduct of Clinical Trials course

The Education Unit of the Clinical Research Program, in collaboration with the MGH Cancer Center and Infectious Disease Unit, will offer "Design and Conduct of Clinical Trials" Sept. 8 through Nov. 3 on Mondays and Thursdays from 5 to 6:15 pm in the Trustees Room. The fee is $200 and includes the textbook. Enrollment is limited. For more information, visit *https://hub.partners.org/catalog*, contact Lee Leahy at (617) 726-3310 or send e-mail to *lleahy@partners.org*.

Genetic Basis of Adult Medicine course

The Harvard Medical School Department of Continuing Education will host "The Genetic Basis of Adult Medicine 2005: What the Primary Care Provider Needs to Know" Sept. 23 to 25 for adult health care providers, primary care physicians and genetic counselors. The course will be held at the Fairmont Copley Plaza Hotel. Speakers will include physicians from the MGH and BWH. For more information about the course, visit *www.cme.hms.harvard.edu/genetics*.

Annual MGH photo contest

The MGH Photography Department will host the eighth annual MGH photo contest this year. This competition is open to all MGH and Partners employees. Contestants may submit up to two photographs on any subject, each no larger than 8 by 10 inches, unmounted and unframed. Entry forms are available in the Photography Department. All entries must be submitted with completed entry form by Sept. 16. Winners will be announced Sept. 29 at the Police, Outside Services, Parking and Photography (POPPS) Fair under the Bulfinch Tent, and prizes will be awarded. All submissions will be displayed. For more information, call (617) 726-2237.

Stewart Memorial Scholarship applications available

Applications now are being accepted for the Clifford D. Stewart III Memorial Scholarship Award. The scholarship was named in memory of Clifford Douglas Stewart III, who spent 20 years building at the MGH for Walsh Brothers Construction Co. and passed away at the age of 47 in 1999. The scholarship allows employees of the MGH, Walsh Brothers or other contractors working at the MGH to further their education in the construction industry by taking college courses or construction trade courses.

During the past five years, recipients of this award *(shown below)* have completed two masters' degrees, one Bachelor of Science degree in Construction Management, a Construction Management certificate and HVAC or Electricians exam preparation courses.

Applications are available at the MGH Planning and Construction Office located at the West End House, second floor, and Buildings and Grounds in the Gray sub-basement, or by calling (617) 724-3580. The deadline to submit nominations is Aug. 31.

Submit news tips and story ideas to the *MGH Hotline*

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by fax to (617) 726-7475;
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September 2, 2005

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Stopping heart disease before it starts: The MGH Cardiovascular Disease Prevention Center

More than 25 million Americans are considered at high risk for heart disease, the leading cause of death among U.S. adults. Some 1.1 million men and women will experience a heart attack this year, and for nearly half of them it won't be their first time.

At the MGH, treating patients diagnosed with heart disease is just one piece of the cardiac care puzzle. Since July, the hospital has focused new efforts on the aggressive management of risk factors that can lead to heart disease through the MGH Heart Center's Cardiovascular Disease Prevention Center.

The center, located at a new facility on New Chardon Street, is made up of three distinct programs aimed at different aspects of heart disease. In addition to the established Cardiac Rehabilitation Program – which emphasizes secondary prevention for existing heart disease – there are two new programs that focus on preventing a first heart attack – the Heart Attack Primary Prevention Program and the Cardiac Metabolic Syndrome Program.

Each program provides at-risk patients with an initial assessment and relevant medical tests, as well as customized exercise, behavior and nutritional supports. Consultations include a heart attack risk report – which summarizes a patient's risk factors, blood biomarker

(Continued on Page 2)

Battling ovarian cancer, supporting MGH research

Anne Helman knows she has a purpose in her life, and that is the reason she and her husband, Jon, have established the Anne R. and Jonathan S. Helman Ovarian Cancer Fund at the MGH. After she was diagnosed with ovarian cancer in February 2003, went through surgery, treatment and remission, Helman's cancer recurred in May 2004. Her humanitarian spirit kicked in, and Helman established the fund to provide support for a three-year, quality-of-life study for ovarian cancer patients. Helman also plans to establish a second fund within the next few months to help subsidize the wide range of concerns facing ovarian cancer patients who lack proper insurance coverage – such as hair replacement, prescription assistance, living expenses, childcare, transportation and travel costs to the MGH.

On Aug. 8, the Helmans presented a check to Richard Penson, MD; Carolyn Krasner, MD; Maria Roche, MS; and Carolyn Gibson; all of the Gillette Center for Women's Cancers. Even though the fund was recently created, the Helmans have already met their fundraising goal for the first year.

"Being diagnosed with a recurrence was rougher for me than the original diagnosis because of the realization that I was then dealing with the monumental challenge of living day-by-day with a disease for which there is no cure, and for which there is so much uncertainty," says Helman. "I knew if I felt that way, others also must share some of these feelings. I believe that this research will bring us a giant step closer to understanding how to best improve a patient's experience. Whether I help five women, 50 women or hundreds of women, my goal is to make a positive difference in the lives of women battling ovarian cancer."

For more information about the fund, visit *www.anne-ovarian.org.*

From left, Roche, Gibson, Penson, the Helmans and Krasner.

It takes all types to make a difference

Carmen Alvarez from the Partners Finance Department in Materials Management is one of 106 MGH and Partners employees who have donated blood so far during the annual MGH vs. BWH Blood Donor Challenge. Alvarez and her colleagues Jasmine Daniel, Paul Riley and Jackie Mallard are among many employees from Partners Materials Management who have participated as a department to support the challenge.

This group donated Aug. 30 when the MGH Blood Donor Center offered free massages to all employee donors. The MGH team currently is at 42 percent of the challenge goal of recruiting 250 donors.

The friendly competition between the two hospitals will last until Sept. 9, and all employees who donate for the MGH team will receive an Employee Blood Drive Challenge T-shirt as a special thank you for donating and also will be entered into a drawing to win two roundtrip tickets to any destination served by Independence Air.

Below is the schedule of activities for the remainder of the challenge.

- Sept. 2 – All donors will be entered into a drawing for a Comedy Connection package (admission for four, a $50 gift certificate and reduced parking).
- Sept. 6 and 7 – Pizza party.
- Sept. 8 – All donors will be entered to win two free passes to Six Flags or a free pass to a wine tasting event.
- Sept. 9 – All donors will be entered to win one of two Patriots autographed donor T-shirts.

To make an appointment to donate as a part of the MGH team, call the MGH Blood Donor Center at (617) 726-8177.

Alvarez gets a free massage from Kevin von Braun of Orange Sky Massage, who has donated his services for the last three years of the challenge.

— *Stopping heart disease before it starts*

(Continued from Page 1)

results and any relevant cardiac imaging tests – a set of risk reduction recommendations and a suggested action plan.

Sekar Kathiresan, MD, medical director of the Cardiovascular Disease Prevention Center, notes that the center provides patients at higher risk for heart attack – such as those with a family history – with an expanding array of diagnostic tests for risk assessment, including blood biomarkers and heart scan tests such as coronary calcium score and computed tomographic (CT) angiography. "Through the Heart Attack Primary Prevention clinic, we hope to guide patients and doctors in the application and interpretation of these tests," Kathiresan says. "In addition, using our expanded exercise facility and nutrition services resources, we aim to help patients implement lifestyle changes that are critical for long-term prevention."

The Cardiac Metabolic Syndrome Program is designed to reduce cardiovascular risk in patients who are overweight, have high blood pressure and/or cholesterol, and who may have diabetes. Paul Huang, MD, PhD, director of this program, says the goal is to reduce cardiovascular risks through lifestyle changes that people can easily adopt. Huang and Kate Traynor, RN, MS, program director for the center, have developed a 12-week nutrition and exercise program. Once a week, patients exercise under the guidance of the cardiac rehabilitation nurses, doing aerobic exercise as well as strength training. Participants also have an hour of relaxation, guided imagery and yoga. "The program is extremely popular, and many of our patients have already lost a significant amount of weight and lowered their blood pressure and cholesterol levels," Huang says. "More importantly, they tell me they feel so much better."

The MGH's Cardiac Rehabilitation Program, established in 1979, will continue to focus on helping prevent a recurrent heart attack or chest pain in patients who already suffer from coronary artery disease. Overall, through the new center, the MGH will take a leading role in adding education to the arsenal of weapons used to treat heart disease. "Many people don't realize even modest alterations in lifestyle choices can reduce the risk of heart attack," says Traynor. "Women in particular are a prime audience for information about heart disease because their symptoms and disease progression are different than men's, and most women don't know what their symptoms are."

The Cardiovascular Disease Prevention Center will be hosting an open house for all interested staff Oct. 6 from 11 am to 3 pm. For more information, contact Brenda Carrera-Allen at (617) 726-1843. ●

MGH HOTLINE

ADVANCES

Long-term aspirin use reduces risk for colorectal cancer

A new report from the Nurses' Health Study (NHS) finds that regular, long-term aspirin use can significantly reduce the risk of colorectal cancer. However, the benefit appears to require more than a decade of use and is strongest at dose levels associated with a greater risk of side effects. The report from researchers at the MGH, BWH and Dana-Farber Cancer Institute appeared in the Aug. 24 issue of the *Journal of the American Medical Association.*

"Several studies have found that, among patients with a history of colon polyps or cancer, regular aspirin treatment prevents the recurrence of polyps," says Andrew Chan, MD, MPH, of the MGH Gastrointestinal Unit and the paper's lead author. "However, the ability of aspirin to reduce the long-term incidence of cancer has not been well-demonstrated."

The report analyzes information from almost 83,000 NHS participants, among which 962 cases of colorectal cancer were diagnosed during the 20-year study period. While the rate of cancer was lower in the women who took aspirin regularly, the risk reduction was significant only for those taking aspirin 10 years or longer.

The benefit increased as dosage levels rose, with the greatest reduction seen in those taking more than 14 standard tablets per week. Similar results were seen for participants taking non-steroidal anti-inflammatory drugs (NSAIDS) such as ibuprofen and naproxen. The risk of serious gastrointestinal bleeding, a known side effect of both classes of drug, also rose as dosage levels increased, with bleeding occurring nearly twice as often in those taking the highest doses.

"Before we can make recommendations about whether patients should take these medications to reduce their cancer risk, we're going to need studies that clarify the risks and benefits of such an approach," says Chan. "For now, individuals need to discuss the options with their physicians."

Chan and his colleagues have already initiated studies to further clarify the impact of long-term use of aspirin and NSAIDs. ●

Senior HealthWISE answers questions about Medicare Part D

MGH Senior HealthWISE will host an important seminar to address questions about the recent changes in Medicare that will affect every older adult. "Medicare Part D: Changes that will affect everyone" will be held Sept. 13, from 11 am to noon in the Walcott Conference Rooms.

Shelia Lehane from the Commission on Affairs of the Elderly will be the guest speaker. This seminar is for seniors 60 years and older and is free. For more information, call (617) 724-6756.

MGH Senior HealthWISE
Community Wellness, Involvement, Support and Education

MGHers with heart

A group of MGHers who want to make a difference for those who suffer from heart disease will be participating in the 2005 American Heart Association's (AHA) Boston Heart Walk, Sept. 17 at 10 am at the Hatch Memorial Shell on the Charles River Esplanade. Much of the cardiovascular research conducted at the MGH is supported by funds raised by the AHA. Last year, the MGH was the top fundraising hospital. This year, the top 15 MGHers who raise the most money for the Heart Walk will receive a pair of tickets to see a New England Patriots home game.

For more information or to sign up for the walk, visit *http://heartwalk.kintera.org/bostonma/teamsusantowler* or send e-mail to *stowler@partners.org*.

MGH Heart Walkers, back row, from left, team captains Shea Sherrod Asfaw, Maria Sanchez and David Read. Front row, from left, Dena Dejoseph-Gauthier, NP, Donna Vadala and Joanne Laffan, all of MGH Cardiology.

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MGH HOTLINE

WHAT'S HAPPENING

EAP offerings

The MGH Employee Assistance Program (EAP) will sponsor a Work/Life seminar "A Quick Start to College Savings" Sept. 15, from noon to 1 pm in the Thier Conference Room. Harold Simansky of Educational Investments will address some of the key concerns and questions about saving and paying for education. For more information, visit *www.eap.partners.org*. The EAP also will offer training courses for managers and supervisors regarding the use of the EAP as a resource to assist with behavioral and mental health and substance abuse concerns. The training sessions will be held Sept. 21, from 3 to 5 pm and Nov. 3, from 1 to 3 pm in the Haber Conference Room. To register for either session, call (617) 726-6976.

Smoking cessation program

The MGH Quit Smoking Program will offer an evening smoking cessation program beginning Sept. 7 at 5:30 pm. This seven-week program includes information about preparing to quit, coping with stress without cigarettes, preventing weight gain and how to stay cigarette free. For more information, call Michele Burgener at (617) 726-7443.

Fall 2005 HR course offerings

MGH Training and Workforce Development has released the fall 2005 Human Resources (HR) course offerings. Courses will cover communication and writing skills, time and project management, and understanding hospital finances. For the complete schedule, visit *http://is.partners.org/hr/training/hr/training.html*. For more information, send e-mail to *MGHTraining@partners.org* or call Luisa Carvajal at (617) 724-3368.

Medical terminology courses

Medical Terminology courses I and II will be offered this fall. Participants will learn to analyze, decipher, spell and pronounce medical terms. Medical Terminology I will be held Mondays beginning Sept. 26, from 4:45 to 6:45 pm. Medical Terminology II will be held Wednesdays beginning Sept. 28, from 4:45 to 6:45 pm. The cost is $70 for part I and $50 for part II. All classes will be held at 165 Cambridge St. To register using PeopleSoft, visit *http://ibridge.partners.org/getaccess*. For more information, call (617) 724-3368.

Spanish for health care

MGH Human Resources and Training and Workforce Development will offer five levels of Spanish classes to help employees enhance the experience of Spanish-speaking patients and their families. Beginner I and II will be held Tuesdays beginning Sept. 20. Intermediate I and II and Advanced will be held Thursdays beginning Sept. 22. Each course will meet one evening per week for 14 weeks at 165 Cambridge St., second floor, from 5:30 to 7:30 pm. Registration will be held Sept. 9 and 13 by the East Garden Café staircase, from 11:30 am to 2 pm. The cost per course is $75 and includes the text and materials. The registration deadline is Sept. 15. For more information, visit *http://is.partners.org/hr/New_Web/mgh/mgh_training.htm*, send e-mail to *dgerena@partners.org* or call (617) 726-5741.

Latino Heritage month

The MGH will celebrate the fifth annual Latino Heritage month Sept. 15 to Oct. 15. A Latino Heritage Celebration will be held Sept. 16 under the Bulfinch tent, from noon to 3:30 pm. Beginning at noon, MGH employees will showcase Hispanic-inspired artwork. From 12:30 to 1:30 pm, keynote speaker Uri Berenguer-Ramos, Spanish announcer for the Boston Red Sox, will share his experience as a cancer survivor. Marcela G. Del Carmen, MD, of MGH Vincent Obstetrics and Gynecology and the Cancer Center, will talk about disparities affecting Latino cancer patients. Salsa lessons will be taught from 2:30 to 3:30 pm. For more information or to see the schedule of events, visit *www.massgeneral.org/ammp/ammp_events.htm*.

"Look Good, Feel Better" seminar

Mass General West Imaging in Waltham, in conjunction with the Waltham-Watertown Unit of the American Cancer Society, will hold a "Look Good, Feel Better" seminar Sept. 20, from 6 to 8 pm. This is a free program that teaches cancer patients about cosmetic techniques to help them cope with appearance-related side effects from chemotherapy or radiation treatments. Wig care, scarf and hat use, and skin and nail care will be discussed, and all participants will receive a free makeup kit. American-Cancer-Society-certified cosmetologists provide the service, which is nonmedical and does not promote any product line. Pre-registration is required. To register, call Danielle Hurley at (781) 290-5241. Mass General West Imaging is located at 40 Second Ave., PARC Building, first floor in Waltham. For more information, visit *www.mghwestimaging.org*.

Bloodmobile at CNY

In conjunction with the MGH vs. BWH Blood Donor Challenge, the Bloodmobile will be at CNY Sept. 7 at 149 Thirteenth St., from 8:30 am to 2 pm. All donors will receive the challenge T-shirt and be entered into the raffles. To schedule an appointment, send e-mail to *smurphy4@partners.org* or call (617) 724-6518.

Submit news tips and story ideas to the *MGH Hotline*

Contact Victoria Brady, editor, at (617) 724-6433; or Christine Johanson Borneo, assistant editor, at (617) 726-0275;
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office, 165 Cambridge Street, Suite 600 Boston, MA 02114.
www.massgeneral.org/news/

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(617) 726-2206

September 9, 2005

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

MGH community responds to Hurricane Katrina in many ways

As an institution with a mission to bring healing and hope to patients locally, regionally and throughout the world, the MGH is accustomed to responding to the medical needs of many. When Hurricane Katrina devastated the Gulf Coast last week, hospital employees responded with the usual grace, compassion and generosity that the MGH is known for.

Before Hurricane Katrina even touched the Gulf Coast, six MGH members of the Massachusetts Disaster Medical Assistance Team (DMAT) were deployed to Mississippi to work with the Federal Emergency Management Agency (FEMA) in response to the impending category 5 hurricane. The MGH team, which left Aug. 30, included two nurses, two social workers, one pharmacist and one security staff member.

In the wake of this extreme storm that grew into a full-fledged national disaster, many MGH clinicians prepared to volunteer their time and expertise to travel directly to the heart of the Gulf Coast to bring much-needed medical aid.

On Sept. 3, FEMA activated the International Medical Surgical Response Team (IMSuRT), which is led by Susan Briggs, MD, an MGH trauma surgeon. Thirty-seven members of this team – 21 of them from the MGH – left Logan Airport Sept. 4 and traveled to Baton Rouge to provide emergency care to the hurricane victims.

(Continued on Page 2)

Briggs speaks at a press conference at Logan Airport before the IMSuRT team leaves for Baton Rouge.

MGHers share personal experiences with Hurricane Katrina's aftermath

While the Hurricane Katrina devastation took place thousands of miles away, this national catastrophe affected many in the Boston area – even right here at the MGH. Many MGH employees have relatives, friends or colleagues who live on the Gulf Coast or who were visiting at the time and were affected directly by this tragedy. Below, a few MGHers share their stories about how Hurricane Katrina affected them and their families:

"Ask anyone who knows me and they will tell you that I absolutely love my hometown. The bumper sticker on my car reads 'New Orleans, proud to call it home.' My family is very blessed. Everyone was able to evacuate and has resources available to them to temporarily begin life somewhere else. Selfishly, I am very happy to have my family with me now. It is a lot easier to deal with everything you see, hear and read about Katrina's devastation when you are surrounded by loved ones. I also am thrilled to be able to open my home in Boston to my parents, hopefully making this situation a little easier on them. This whole experience has been incredibly emotional and almost surreal. But, what I do know is that the spirit of New Orleans is incredibly strong, and I have no doubt the city will find a way to reestablish itself as a place of extreme southern hospitality where all are welcome as long as you promise to listen to a little jazz, wear some Mardi Gras beads, and eat beignets, po-boys and some spicy jambalaya."

– Meg Vitter of the Massachusetts General Physicians Organization (MGPO)

"Last spring my son [Sean] was in the final stages of selecting a medical school. As his search narrowed to Tulane Medical School in New Orleans, we questioned and received many assurances from friends that in spite of being below sea level, history showed that a major hurricane might come near but not hit New Orleans directly. Two weeks ago our concerns became reality as Katrina grew in strength and seemed to zero in on the area. In what we thought was a precautionary step, Tulane closed Aug. 27 and told all the students they had to evacuate their apartments and the city. Sean and his new friends were all physically safe, and he was able to fly to Boston early last Thursday morning.

(Continued on Page 2)

Reflections, healing and hope

The MGH Chaplaincy Department and MGH Administration held a healing service Sept. 7 in the O'Keeffe Auditorium in support of those who have been affected by Hurricane Katrina. The service included an invocation, a reading of Psalm 61 and inspirational readings. The MGH chaplains, along with Peter L. Slavin, MD, president of the MGH; Jeff Davis, senior vice president for Human Resources; Jeanette Ives Erickson, RN, MS, senior vice president for Patient Care Services and chief nurse; and David F. Torchiana, MD, chairman and CEO of the Massachusetts General Physicians Organization, participated in the service. ●

Father Godfrey Anyaka participates in the presentation of the Elements of Life.

Louie's Run raises money for Parkinson's research

The second annual Louie's Run was held Aug. 21 in New Bedford to support Parkinson's disease research at the MassGeneral Institute for Neurodegenerative Disease (MIND). The annual event honors the memory of Louis M. Xifaris, a patient of the MGH who died in 2003 after a long battle with Parkinson's disease. Xifaris participated in clinical research trials at the MGH and was dedicated to finding better treatment for patients suffering from the disease. Now his wife and family carry on this tradition. The event attracted more than 200 runners and walkers, including a team of scientists and doctors from MIND, and raised $15,000 for research.

From left, Janice Hayes-Cha, executive director of MIND; race organizers Steve Roberts, Paul Corriea and Carolyn Xifaris; and Jang-Ho Cha, MD, PhD, of MIND

— MGH community responds

(Continued from Page 1)

In addition, 22 nurses, two social workers, six physicians and one pharmacist have volunteered to be a part of the first of two MGH teams that will travel aboard the Navy hospital ship *USNS Comfort* as a part of Project HOPE – the same relief organization that organized medical personnel to respond to the tsunami crisis earlier this year *(See story on Page 3).*

The MGH also has been working with state and local agencies as part of the Metropolitan Medical Response System to ensure that the collective Boston health care system is prepared to accept and provide services for any patients from the hurricane zone who may be transported to the Boston area.

And many MGHers have expressed an interest in reaching out to the hurricane victims by donating money, goods, clothing and supplies to the relief effort. Because there are many well-established and reputable organizations that already have begun the process of accepting these types of donations and distributing them where they are most needed, the hospital encourages employees to give to these organizations. The United Way, which the MGH supports each year, is one such organization. Employees also might consider giving to the American Red Cross, the Salvation Army or the newly established Bush-Clinton Katrina Fund.

As the medical and humanitarian response to this horrific disaster continues, members of the MGH community can receive updates by visiting the MGH homepage at *www.massgeneral.org.* ●

— MGHers share personal experiences

(Continued from Page 1)

Sean arrived with more medical schoolbooks than clothing. He had one bag and his computer. All of the personal items and clothes that he moved to or purchased in New Orleans since arriving earlier in the summer are still there. Their condition is unknown.

Given the devastation that we have witnessed on television, as a father, the relief of personally meeting my son at the plane was intense."
– Jim Heffernan, chief financial officer for the MGPO

"I have several friends who worked in the hospitals there – flooded and functioning for six days without running water, electricity, in non-sterile conditions, hand-bagging ICU patients at times and desperately not knowing when or how evacuation would come. And I complain being post-call. My immediate family is safe having evacuated to Baton Rouge. My grandparents' house was destroyed, and the house I grew up in is flooded. We haven't been able to locate a great aunt who told us she was too old to evacuate and then right before the storm said it was too late. Unfortunately, all this pales in comparison to the loss of most."
– Kelly Vallance, MD, pediatric resident for MassGeneral Hospital for Children ●

MGH HOTLINE

Bringing hope to Hurricane Katrina survivors

They soon will be referred to as "HOPEies." That is the nickname that will be given to the brave group of men and women of the MGH who have volunteered to travel to the Gulf Coast to help the survivors of Hurricane Katrina. This group of doctors, nurses, pharmacists and social workers are joining with Project HOPE on a humanitarian aid mission aboard the US Navy hospital ship, the *USNS Comfort*. Project HOPE is the same organization that the MGH partnered with earlier this year to bring aid to South Asia in the wake of the tsunami that devastated that part of the world.

The MGH volunteers – many of whom volunteered in the tsunami relief efforts – attended an orientation Sept. 7 in the O'Keeffe Auditorium to learn more about what to bring with them, what their duties will be, what is expected of them and what they may encounter.

Peter L. Slavin, MD, president of the MGH, thanked the volunteers for their selfless sacrifice. "From my experience visiting the Project HOPE volunteers back in January on the *USNS Mercy*, I assure you that this will be one of the most rewarding and memorable experiences of your career," he said. "On behalf of the MGH, I want to thank each of you for taking the time out of your busy lives, some of you leaving your families, to provide care for the desperate people of the Gulf Coast."

Jeanette Ives Erickson, RN, MS, senior vice president for Patient Care Services and chief nurse, and Larry Ronan, MD, MGH primary care physician and director of the Durant Fellowship Program, are the organizers of the MGH volunteers and led the orientation. Karen Holland, RN, from the MGH Emergency Department, will be serving as chief nurse for the mission and is already on the ship.

The MGH volunteers will be deployed as two teams for two-week intervals. The first group will leave this weekend and the second is scheduled to leave Sept. 26. ●

Some MGH volunteers at the Project HOPE orientation

ProTech graduates celebrated at MGH

"Today we celebrate and recognize the 11 bright, motivated East Boston High School ProTech interns," said Galia K. Wise, manager of the MGH/East Boston High School (EBHS) Partnership, at the 2005 ProTech Program Graduation Aug. 17 in the Thier Conference Room. "They should be commended for their hard work and dedication and the commitment they have shown to the hospital."

ProTech, a school partnership initiative of the MGH Community Benefit Program, is a structured two-year program for juniors and seniors at EBHS who are interested in health careers. The integrated program design combines a health curriculum and professional development workshops with 20-month paid internships to prepare ProTech students for the diverse range of career opportunities in health care.

At the graduation ceremony, Wise; Candace A. Burns, director of the MGH/Boston Public Schools Partnerships; Jeff Davis, senior vice president for Human Resources; and keynote speaker, Darnell L. Williams, president and CEO of the Urban League of Eastern Massachusetts; congratulated the 11 graduates for completing their two years of service at the MGH.

Sadiya S. Bule, one of the graduates, addressed her fellow classmates. "The ProTech program has helped me realize at a young age that nursing is the right career for me," said Bule. "And it has opened so many doors for me. I am very grateful."

Bule, along with three of her classmates, also were recognized for receiving this year's ProTech scholarship – the Edward M. Kennedy Health Career Scholarship. The ceremony ended with a presentation of certificates followed by a reception for the graduates, their supervisors, families and friends.

The ProTech graduates with the guest speakers

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MGH HOTLINE

WHAT'S HAPPENING

Annual MGH photo contest
The deadline for the eighth annual MGH photo contest sponsored by the MGH Photography Department is approaching. All MGHers and Partners employees must submit entries with completed entry forms by Sept. 16. Contestants may submit up to two photographs on any subject, each no larger than 8 by 10 inches, unmounted and unframed. Entry forms are available in the Photography Department. Winners will be announced Sept. 29 at the Police, Outside Services, Parking and Photography (POPPS) Fair under the Bulfinch Tent. Prizes will be awarded. All submissions will be displayed. For more information, call (617) 726-2237.

Women in medicine documentary screening
In commemoration of Women in Medicine month, the Partners Office for Women's Careers at the MGH will sponsor a screening of highlights from "If Women Ruled the World," a PBS documentary special, Sept. 19, from 4 to 5:30 pm in the O'Keeffe Auditorium. A panel discussion about gender equity in medicine also will take place. Judy Foreman, a nationally syndicated health columnist, will moderate, and panelists will include Isaac Schiff, MD, chief of MGH Vincent Obstetrics and Gynecology; Evelyn Fox Keller, MD, professor of History and Philosophy of Science at the Massachusetts Institute of Technology; and Richard Karz, producer of the documentary. For more information or to register, send e-mail to *bvega@partners.org* or call (617) 724-5229.

Call for Macaluso Award nominations
Nominations now are being accepted for the Stephanie M. Macaluso, RN, Excellence in Clinical Practice Award. The award recognizes direct care providers throughout MGH Patient Care Services whose practice exemplifies the expert application of values personified by the late Stephanie M. Macaluso, RN. Nomination forms are available in all patient care areas, in department offices and at the Gray Lobby information desk. All nominations must be received by Sept. 30. Awardees each will receive $1,500 for a professional conference or course of their choice. Recipients will be announced in December. For more information, call Mary Ellin Smith, RN, MS, at (617) 724-5801.

Partners Telemedicine annual symposium
Partners Telemedicine will host its annual symposium "The Accelerating Use of Communication Technology in Health Care: Trends, Innovations, Critical Issues and Value Statement" Sept. 26 and 27 at the Conference Center at Harvard Medical School on Avenue Louis Pasteur. The symposium will appeal to business, technology and health care professionals interested in the opportunities provided by the use of technology in delivering patient care. To register, visit *http://telemedicine.partners.org/telemedicine*. For more information, send e-mail to *telemedevents@partners.org*.

EAP work/life seminar
The MGH Employee Assistance Program (EAP) will sponsor a work/life seminar "A Quick Start to College Savings" Sept. 15, from noon to 1 pm in the Thier Conference Room. Harold Simansky of Educational Investments will address key concerns and questions about saving and paying for education. For more information, visit *www.eap.partners.org* or call (617) 726-6976.

PIE Awards nominations

Nomination forms for the 2005 Partners in Excellence (PIE) awards now are available. Individuals or teams who consistently go beyond the call of duty in quality treatment and service; leadership and innovation; teamwork; operational efficiency; or outstanding community contributions are eligible for nomination. To complete a nomination form, visit *http://intranet.partners.org/pie/*. Forms also are available from managers and supervisors.

Nominations are due by Sept. 23. The awards ceremony will be held Dec. 2 at 3 pm in the WACC lobby. For more information, visit the web site, send e-mail to *partnersinexcellence@partners.org* or call (617) 724-9743.

Submit news tips and story ideas to the *MGH Hotline*

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by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office, 165 Cambridge Street, Suite 600 Boston, MA 02114.
www.massgeneral.org/news/

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September 16, 2005

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Lab services under the microscope: JCAHO lab survey coming next week

Many MGH employees and staff who are involved with lab functions have been busy preparing for the Sept. 19 through Oct. 3 Joint Commission on Accreditation of Healthcare Organizations (JCAHO) survey of the hospital's laboratory services. The scope of the survey will include inpatient and outpatient areas and the Emergency Department, in addition to Pathology Services and other areas that perform lab tests. Employees who are preparing for this inspection should focus their efforts on areas and topics such as verification of patient identification, reference ranges and procedures for point-of-care testing, tissue banking, phlebotomy and transfusion procedures.

While this survey will be focused on lab services, MGHers should keep in mind that the JCAHO surveyor will be looking at standards that are included in the hospitalwide survey. For example, all employees should wear their ID badges at all times.

In addition, the JCAHO surveyor will be using the tracer methodology, a new process that assesses systems through "tracing" a patient's experience. With this method, a surveyor follows identified patients throughout their care experience, speaking with staff members who care for those patients along the way. In the case of the lab survey, test results could be "traced" back to a patient and his or her caregivers. This means that any employee could be interviewed by the surveyor during the lab inspection.

Below are some reminders of what employees should be prepared for during the lab survey.

Remember these patient safety goals:

- Improve accuracy of patient identification – use two patient identifiers.
- Improve effectiveness of communication among caregivers. Particularly when reporting critical lab results, staff should use the read-back system.

(Continued on Page 3)

Paintings in unexpected places brighten patients' rooms

Kelly Perfetti, RN, a staff nurse on the Medical Intensive Care Unit (MICU), wanted to make the patients on her unit more comfortable and give them a break from looking at a plain, white ceiling. She embarked on a project to put artwork on ceiling tiles over patients' beds to give them something uplifting to look at during their hospital stay. With guidance from the MGH Service Improvements Department and financial support through the MGH and Massachusetts General Physicians Organization Making a Difference grant program, Perfetti set to work to make her vision a reality.

After placing an advertisement in the Museum of Fine Arts newsletter, Perfetti attracted the attention of Caleb Neelson, a local painter who volunteered his artistic expertise. He recruited four other painters – Brian Wilmont, Alex Lukas, Ryan Shea-Pare and Justin B. Williams – to help create and paint the 2 by 2 foot ceiling tiles.

On Aug. 18, Perfetti hosted a reception in the MICU conference room to thank Neelson and his team for all their hard work. MGH guests also were able to view the completed tiles and meet the artists. Paintings ranged from peaceful landscapes to abstract works.

"Having the paintings completed and installed is just the beginning of one of our initiatives of merging palliative care and critical care by creating a soothing environment for patients and their families," says Perfetti.

Perfetti and Neelson display two of the tiles that now hang over patients' beds.

The 2005 AMMP scholarship recipients

AMMP scholarships awarded to deserving MGHers

"**This year's advertisement** for the AMMP awards ceremony begins, 'Balancing a full work and school life is not an easy thing to do. It takes dedication, energy and perseverance.' This statement truly exemplifies the determination that our scholarship recipients show in pursuit of their educational and career dreams," said Charmain Jackman, PhD, scholarship chair for AMMP – the Association of Multicultural Members of Partners – at the organization's scholarship awards ceremony.

The ceremony, held Sept. 8 in the MGH Training and Development Office, recognized nine MGHers for their commitment to continuing their education. The recipients were Corinne Castro, Milta Cruz, LaNetta Giacona, Angela Maina, Janice Maloof, Jacqueline McNeil, Sharif Nankoe, Waveney Small-Cole and Shevan Taylor. Scholarships were awarded in the amounts of $500 and $1,000 for certificate, undergraduate and graduate-level programs. In addition, the Institute of Health Professions contributed a three-credit scholarship totaling more than $2,000.

Among the speakers at this year's ceremony were Jackman; Helen Witherspoon, chair for AMMP; Jeff Davis, senior vice president for Human Resources and an AMMP advisor; Sandra Thomas, a past scholarship recipient; and Shea Sherrod Asfaw, public relations chair for AMMP. Asfaw recognized MGHers Charles Ciano, Cheryl Coss and LaNeia Thomas for the outstanding contributions they made to AMMP during the past year.

For more information about AMMP or the 2006 scholarship application process, visit *www.massgeneral.org/ammp.*

MGH Intranet redesigned

The MGH Intranet recently has been redesigned to make it more user-friendly. The multiple categories have been eliminated, and all links now can be found under either "In the News" or "Resources." The site can be accessed from the MGH homepage (select "Link to MGH Intranet" in the bottom, right-hand corner) or directly at *www.massgeneral.org/intranet.* To submit ideas, stories and photos or to have a website linked, send e-mail to *hotline@partners.org* or call the MGH Public Affairs Office at (617) 726-2208.

Nominations for the Nathaniel Bowditch Prize

The MGH Board of Trustees and the Nathaniel Bowditch Prize Selection Committee now are seeking nominations for the 2006 Nathaniel Bowditch Prize. The $5,000 award will be presented to an MGH employee or team – clinicians or nonclinicians – who have made a significant contribution to improving the quality of care at the hospital while reducing the cost of such care.

The award was established in 2000 by Charles and Nancy Munger through the Alfred C. Munger Foundation to honor Nathaniel Bowditch, a 19th century pioneer in celestial navigation and an early supporter of the MGH.

Nomination forms are available in the Main Lobby, the Blum Patient and Family Learning Center, the Bigelow 10 nursing office and the Massachusetts General Physicians Organization office on Bulfinch 2. All nominations should be submitted by Nov. 1 to Andrew Warshaw, MD, chairman of the Bowditch Prize Selection Committee, White 506.

For more information, call Suzanne Williams at (617) 726-8254.

The National Bowditch

MGH HOTLINE

Advances

Many resident physicians feel unprepared to care for culturally diverse patients

Many resident physicians responding to a national survey do not feel prepared to address issues they commonly face in caring for patients from different cultural backgrounds. Most report receiving little or no training in providing cross-cultural care during their residencies, and fewer still say they were evaluated on cultural aspects of their patient communication skills. The report from the MGH Institute for Health Policy appeared in the Sept. 7 issue of the *Journal of the American Medical Association*.

"Residents are getting mixed messages during their training," says Joel S. Weissman, PhD, of the MGH Institute for Health Policy and the study's lead author. "On one hand they recognize that these issues are important, but on the other hand they have little clinical time to address cultural issues, they receive limited instruction and little or no evaluation, and there are too few good role models and mentors."

> **"It is troubling that many of our newest doctors feel unprepared to communicate effectively with patients from a broad range of cultural backgrounds."**
> **— Joseph Betancourt, MD, MPH**

Almost all of the more than 2,000 residents responding to the survey acknowledged that culturally based difficulties could result in significant problems in patient care. While only a few indicated that they felt unprepared to respond to general questions about caring for patients of different cultures, when asked about specific situations – such as caring for patients who mistrust the U.S. health system, have health beliefs that conflict with Western medicine or are recent immigrants – 20 to 25 percent replied that they felt unprepared. One third to one half reported receiving little or no training in handling specific situations. A lack of good role models or mentors for cross-cultural care was reported by 30 percent of respondents, and more than 60 percent reported not being evaluated on cross-cultural skills.

"It is troubling that many of our newest doctors feel unprepared to communicate effectively with patients from a broad range of cultural backgrounds," says Joseph Betancourt, MD, MPH, director of the MGH Disparities Solutions Center and co-lead author of the report. "We suggest that residency programs integrate cross-cultural education as part of both formal and informal training experiences, provide mentorship and evaluate resident physicians' performance in this critical area."

MGH co-authors of the study are Eric Campbell, PhD, Elyse Park, PhD, David Blumenthal, MD, Angela Maina and Karen Lee, MD.

— Lab services under the microscope

(Continued from Page 1)

- Improve the safety of medications.
- Reduce the risk of health-care-associated infections. Specifically for the lab survey, proper hand hygiene should be used for specimen collection or point-of-care testing.
- Accurately reconcile medications across the continuum of care.
- Reduce the risk of patient harm resulting from falls.

Review of space for environment of care issues:

- Make sure that fire exits are accessible.
- Needle disposal boxes should be emptied and correctly placed for safe and easy access.
- All specimen tubes and point-of-care testing kits should be checked for dates of expiration.
- Sprinkler heads should have 18 inches of clearance above any storage.
- Hallways should be cleared of any clutter.
- Employees should be reminded that no smoking is permitted in hospital buildings or on hospital grounds.

For more information about the lab survey and the 2006 hospital survey, visit the JCAHO website at w*ww.massgeneral.org/jcaho* or call Donna MacMillan at (617) 726-8887 or Dom Misiano at (617) 726-3858. Another helpful resource for the lab survey is the Pathology Service Laboratory Handbook located at *mghlabtest.partners.org*. ●

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MGH HOTLINE

WHAT'S HAPPENING

Partners bowling league
The Partners candlepin bowling league is entering its 57th bowling season and is looking for new members. The league meets at 5:30 pm every Thursday, from September to April, at Saco's Bowl Haven, 45 Day St. in West Somerville on the MBTA's Red line, Davis Square station. For more information, call Carolynn DiRienzo at (617) 724-0543, Bill Dignan at (617) 724-4542 or Lenny Givens at (617) 724-9930.

Nursing career expo
MGH Patient Care Services Human Resources will host a nursing career expo Sept. 25, from noon to 3 pm in the North and East Garden Dining Rooms. Learn about and interview for staff nurse (new graduates and experienced), clinical nurse specialist and nurse manager opportunities. For more information, send e-mail to Sarah Welch at *shwelch@partners.org* or call (617) 726-5593.

Latino heritage month
The MGH is celebrating the fifth annual Latino heritage month Sept. 15 to Oct. 15. The Latino Heritage Planning Committee will sponsor Latino American film night Sept. 21, from 5 to 7 pm in the Haber Auditorium. The film "The Motorcycle Diaries" will be shown – a true story about Che Guevara, who as a medical student from Argentina traveled across South America on a personal odyssey that ultimately inspired him to become a revolutionary.

Smoking cessation program
The MGH Quit Smoking Service is offering an afternoon smoking cessation program beginning Sept. 22 at noon. This seven-week program includes information about preparing to quit, coping with stress without cigarettes, preventing weight gain and staying cigarette free. For more information, call Ann Richards at (617) 726-7443.

Domestic violence education and support group
The Employee Assistance Program is offering a confidential, 10-week education and support group for all female employees of Partners HealthCare who have been affected by domestic violence, either in past or current relationships. The first meeting will be held Oct. 6, from 4:30 to 6 pm. Weekly discussions will help members understand the impact of domestic violence in their lives and the lives of their children while promoting individual strength and healing. The group is free and confidential. For more information and the location, call (617) 726-6976 or (866) 724-4EAP.

PIE awards deadline
The nomination deadline for the Partners In Excellence (PIE) awards is approaching. All nominations are due Sept. 23. To complete a nomination form, visit *intranet.partners.org/pie/*. Forms also are available from managers and supervisors. The awards ceremony will be held Dec. 2 at 3 pm in the WACC lobby. For more information, visit the web site, send e-mail to *partnersinexcellence@partners.org* or call (617) 724-9743.

Fall 2005 computer training schedule
Partners Information Systems Training has released the MGH Fall 2005 schedule for Microsoft Office 2000 computer training classes. For a complete schedule, course descriptions and to register, visit *is.partners.org/training,* then select Microsoft Office Classes and the MGH logo. Schedules and information also are available by calling (617) 724-1229. Registration forms may be faxed to (617) 724-1402.

New Sunday hours at Treadwell Library
Treadwell Library now will open and close one hour earlier on Sundays. New Sunday hours are from 1 to 7 pm.

Call for Macaluso Award nominations
Nominations now are being accepted for the Stephanie M. Macaluso, RN, Excellence in Clinical Practice Award. Nomination forms are available in all patient care areas, in department offices and at the Gray Lobby information desk. All nominations must be received by Sept. 30. Awardees each will receive $1,500 for a conference or course of their choice. Recipients will be announced in December. For more information, call (617) 724-5801.

MGH Chaplaincy reflects on Sept. 11

The MGH Chaplaincy Department held a service of music and meditation in remembrance of the tragic events of Sept. 11, 2001, in the MGH Chapel Sept. 9. The service included meditative music and a brief reflection by MGH chaplains. MGHers, patients and families were invited to visit the chapel to reflect, grieve and remember the day.

Submit news tips and story ideas to the *MGH Hotline*

Contact Victoria Brady, editor, at (617) 724-6433; or
Christine Johanson Borneo, assistant editor, at (617) 726-0275;
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
165 Cambridge Street, Suite 600
Boston, MA 02114.

www.massgeneral.org/news/

MGH Hotline is published weekly by the MGH Public Affairs Office.

(617) 726-2206

September 23, 2005

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Fiesta time: MGH celebrates fifth annual Latino Heritage month

Latino Heritage month kicked off at the MGH Sept. 15 with a celebration featuring speakers, artwork, ethnic food and salsa dancing lessons.

The MGH community gathered in the O'Keeffe Auditorium to hear guest speakers Marcela G. Del Carmen, MD, of MGH Vincent Obstetrics and Gynecology and the Cancer Center, and Uri Berenguer-Ramos, the Spanish announcer for the Red Sox who is currently the youngest announcer in the Major League. Del Carmen spoke about the health care disparities affecting Latina women and her community project at the MGH Chelsea HealthCare Center, which is designed to provide Latina women with an increased awareness for Pap screenings to help diagnose cervical cancer. "Cervical cancer is a preventable malignancy," said Del Carmen. "By educating the community about regular Pap screenings and providing culturally competent training to health providers, we can help decrease this health disparity in the Latina population."

Berenguer-Ramos shared his perspective about his experience as a cancer survivor. At age 2, he was diagnosed with bone cancer in Panama and began treatment. At age 3, Berenguer-Ramos and his mother left their home and family to receive treatment at Dana-Farber Cancer Institute through the Jimmy Fund. While neither one could speak English and Berenguer-Ramos did not have the opportunity to grow up like other children, they managed to make a life in Boston. Berenguer-Ramos now is cancer free. "No one in this world will hold me back from accomplishing anything," he said.

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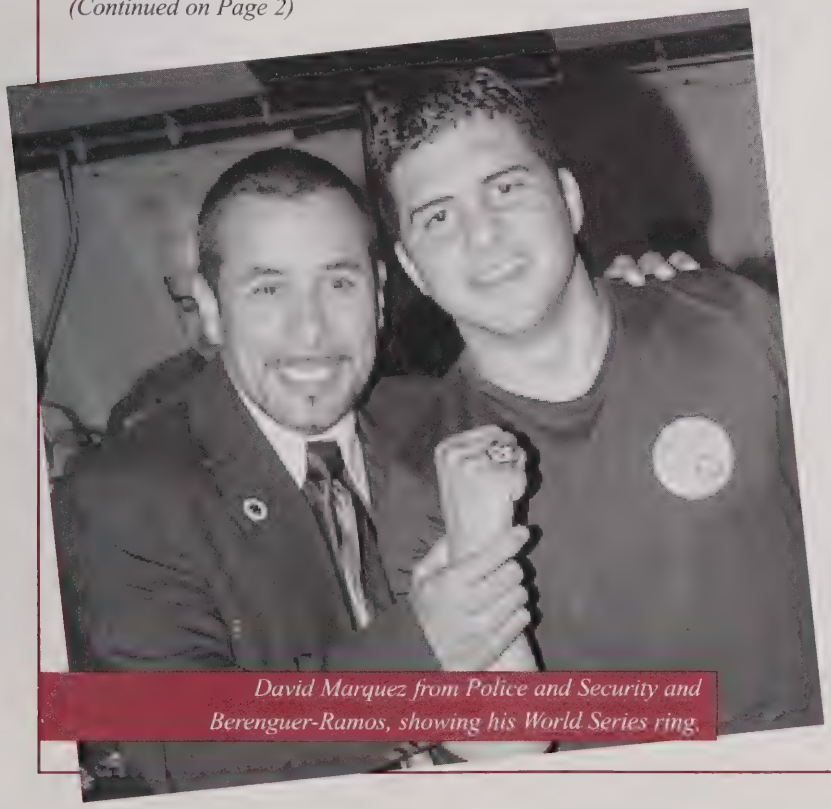
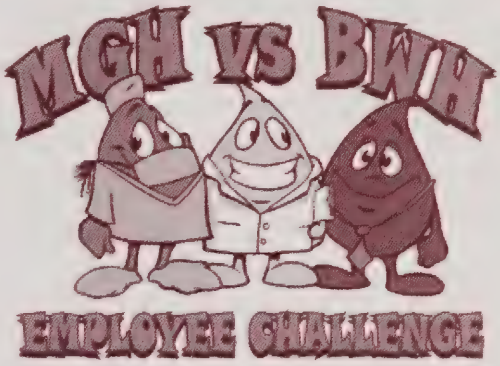


David Marquez from Police and Security and Berenguer-Ramos, showing his World Series ring.



And the winner is ...

While the MGH had the largest percentage of employees who donated during the fifth annual Employee Blood Donor Challenge between the MGH and BWH, the real winners are the many patients at both hospitals who received much-needed blood products during the last month. The challenge – which spanned from Aug. 23 to Sept. 9 – resulted in the MGH achieving 98 percent of its goal during the three-week period. BWH achieved 41 percent.

MGHers who donated during the challenge not only helped their team win but also were entered into raffles for a chance to win prizes. The winners were Jean Christopher of the Cancer Center, who won the Comedy Connection prize package; Nora Gonzalez of MGH Revere HealthCare Center, who won two passes to Six Flags; and Marcia Martins also of MGH Revere, who won two tickets to a wine-tasting event. And the winners of two MGH Blood Donor Center T-shirts autographed by the New England Patriots players were MGHers Jane Gilroy-Lewis and Catherine Fay.

The grand prize winner of two round-trip tickets to any destination served by Independence Air will be drawn Oct. 3. MGHers still have a chance to enter to win these tickets by donating anytime before Sept. 30. To make an appointment to donate, call the MGH Blood Donor Center at (617) 726-8177.

Increasing ovarian cancer awareness

The MGH Cancer Center, the Ovarian Cancer Education Awareness Network (OCEAN) at the MGH, the Massachusetts Division of the National Ovarian Cancer Coalition, Inc. (NOCC) and the M. Patricia Cronin Foundation to Fight Ovarian Cancer, Inc., all share the common goal of increasing awareness about ovarian cancer. The four organizations marked their fourth annual public awareness campaign by honoring ovarian cancer survivors at the inaugural Teal Ribbon Awards held Sept. 15 at the Yawkey Center for Outpatient Care. The awards were given to John and Mary Magnan for their efforts to increase awareness and support of women diagnosed with ovarian cancer through John's art exhibit "Body Image/Body Essence" and to Barbara O'Brien, president of NOCC, for her tireless work as an advocate for ovarian cancer awareness.

For more information about the coalition, visit *www.ovariancancerawareness.org.*

Mary and John Magnan proudly display their Teal Ribbon award.

Fourth MGH group deployed to Gulf Coast

While three teams of MGH employees already have been deployed to bring aid to the areas of the Gulf Coast that were devastated by Hurricane Katrina, a fourth team of nine physicians, three nurses and one mental health clinician left Sept. 19 for a two-week deployment.

The group is supplementing the work of Operation Helping Hand, which serves as part of the US Public Health Service's (PHS) deployment of medical aid to the Gulf Coast area under the direction of the Louisiana Department of Health and Hospitals. The MGH team is helping other PHS teams deliver primary care to the 75,000 displaced evacuees who have been living in surrounding camps. The teams will be caring for patients with chronic conditions such as diabetes, asthma and heart failure and tending to other conditions such as dehydration and infections.

— *Latino Heritage month*

(Continued from Page 1)

The celebration moved to the Bulfinch tent where there was a wide range of ethnic foods. While MGHers drank tropical fruit drinks and dined on chips and salsa, guacamole, empanadas and fried plantains, they enjoyed a Hispanic-inspired art exhibit featuring work created by MGHers. The event ended as MGHers learned to do the salsa with flair.

The event was sponsored by the Latino Heritage Planning Committee – a volunteer committee of MGH employees from Training and Development, the Multicultural Affairs Office, Medical Interpreter Services, Speech Pathology, MGH Chelsea HealthCare Center, AMMP and the Treadwell Library. ●

MGH HOTLINE

MGHers commit to Be Fit: Third phase of program launched

The Clinics Amphitheater was jam-packed Sept. 20 with an excited crowd of MGHers who pledged to spend the next 10 weeks learning how to eat healthy and exercise more effectively with the hospital's Be Fit program. Now in its third phase, the Be Fit program is sponsored by the Clubs at Charles River Park and MGH Nutrition and Food Services and is meant to help six teams of MGH employees embark on a life-long journey of living a healthier lifestyle.

The third-phase launch resembled a pep rally with loud applause and rousing cheers as each of the six teams were introduced. Team members from Radiology, Cardiology, Research, Police and Security and the Cancer Center will engage in a friendly competition that will be measured by weight loss, the number of workouts and the amount of Be Fit meals consumed. A new dimension to this phase of the program is the introduction of a new team – called the X-halers – that includes 17 MGHers from throughout the hospital who want to quit smoking. In addition to learning to eat right and exercise, this team will go through a smoking cessation component of the program.

With help from a registered dietitian and a personal trainer from the Clubs, each team will meet weekly to discuss nutrition and exercise as well as have a weigh-in to monitor their weight loss progress. Each week, team members also will get one Be Fit meal coupon to use at the Eat Street Café that is good for a free low-calorie, portion-controlled meal and three coupons to use at the Clubs for free workouts.

"One of the things I learned going through the second phase of this program myself is that the hardest thing to do is to change your own behavior," said Jeff Davis, senior vice president for Human Resources and a Be Fit "survivor." "I encourage you to help each other as a team to make these life changes. So have fun together, eat together, work out together and may the best team win." ●

Kate Brill-Dalen, general manager of the Clubs, right, speaks at the Be Fit rally

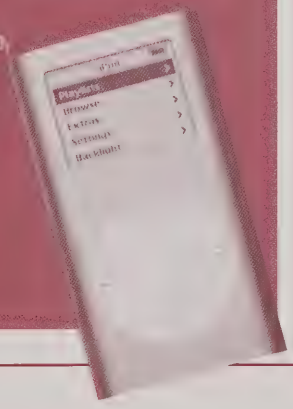
Keep your iPods to yourself

There now are different versions of these small devices that can contain thousands of downloaded songs – the original iPod, the iPod Shuffle and the iPod Nano. All of these tiny entertainment centers range in price from $100 to $500, making them not only valuable to their owners but also enviable items for potential thieves. The thefts of iPods are growing exponentially even at the MGH, where an increasing number of iPod thefts recently have been reported to MGH Police and Security.

MGH Police and Security offer the following tips to keep iPods and other small electronic devices safe:

- Don't leave your iPod unsecured.
- If you are on a subway, keep it in your hands at all times.
- At work, either take the iPod with you when you leave or lock it in a secured drawer and take the key with you.
- Never leave your iPod in the workplace when you go home for the day.
- If you leave your iPod in your vehicle, lock it in your glove compartment.

For more information about safety tips, call MGH Police and Security at (617) 726-2121.



Friends with Hope provide support for breast cancer research

Barbara Smith, MD, PhD, director of the Gillette Center for Breast Cancer at the MGH Cancer Center, recently received a $20,000 donation from the "Friends with Hope" organization to support her breast cancer research. The money was raised through the organization's annual 5k walk and a dinner/dance charity event.

"Friends with Hope" was created in January 2000 by Janet Ballantine and Cheryl Cavallo – who both subsequently lost their lives to breast cancer. The organization's mission is to raise money for critical breast cancer research and to help educate both women and men about early detection. ●

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MGH HOTLINE

WHAT'S HAPPENING

Cardiovascular Disease Prevention Center open house
The MGH Cardiovascular Disease Prevention Center will be hosting an open house for all interested staff Oct. 6, from noon to 3 pm at 25 New Chardon St., Suite 301. The center includes the Cardiac Rehabilitation Program, the Heart Attack Primary Prevention Program and the Cardiac Metabolic Syndrome Program. Healthy snacks, a tour of the facility and relaxation classes will be available. There also will be a chance to win an Apple iPod Shuffle. For more information about the programs or new facility, call (617) 726-1843 or visit *www.massgeneral.org/cardiacprevention.*

MGH main campus conference room request change
Beginning Oct. 3, the new e-mail address for MGH main campus conference room requests will be *maincampusconfrooms@partners.org.* The Yawkey Center conference room request e-mail will remain the same, *ymgh@partners.org.* For questions or more information, call (617) 726-2445.

POPPS fair
Police, Security, Outside Services, Photography and Parking (POPPS) will host its annual crime prevention and safety fair "Protecting You in this Changing World" Sept. 29, from 11 am to 3 pm under the Bulfinch tent. A variety of demonstrations, displays and tables for all age groups will feature topics such as identity theft, crime prevention and safety tips. All entries from the eighth annual photo contest will be on display. The event also will feature free raffle drawings.

Psychiatry Grand Rounds
The next Psychiatry Grand Rounds "Religion, Spirituality and Mental Health: History, Research and Application" will be held Sept. 30, from 8:30 to 9:30 am in the Ether Dome. Harold G. Koenig, MD, professor of Psychiatry and Behavioral Sciences at Duke University Medical Center, will be the guest speaker.

Nursing career expo
MGH Patient Care Services Human Resources will host a nursing career expo Sept. 25, from noon to 3 pm in the North and East Garden Dining Rooms. Learn about and interview for staff nurse (new graduates and experienced), clinical nurse specialist and nurse manager opportunities. For more information, send e-mail to Sarah Welch at *shwelch@partners.org* or call (617) 726-5593.

Domestic violence education and support group
The Employee Assistance Program is offering a confidential, 10-week education and support group for all female employees of Partners HealthCare who have been affected by domestic violence, either in past or current relationships. The first meeting will be held Oct. 6, from 4:30 to 6 pm. Weekly discussions will help members understand the impact of domestic violence in their lives and the lives of their children while promoting individual strength and healing. The group is free and confidential. For more information and the location, call (617) 726-6976 or (866) 724-4EAP.

MGH Chaplaincy observes Jewish High Holy Days
The MGH Chaplaincy will hold services Oct. 3, from 10:30 to 11 am as part of Yamim Nora'im 5766 – the Jewish High Holy Days 2005. Challah, grape juice and snacks will be served. For more information, call (617) 724-3228.

MGHers walk for a cause close to their hearts

More than 130 MGHers donned their sneakers and MGH T-shirts Sept. 17 despite the threat of inclement weather to participate in the Boston Heart Walk. The MGH team raised more than $40,000 to help increase awareness and money for cardiac care and research for the American Heart Association (AHA). MGH research efforts received more than $3.1 million from the AHA this past year, with grants awarded to the Cardiology Division, as well as to the departments of Medicine, Radiology and Dermatology.

For more information about the MGH's participation in next year's Boston Heart Walk, contact Susan Towler at (617) 726-4939.

Submit news tips and story ideas to the *MGH Hotline*

Contact Victoria Brady, editor, at (617) 724-6433; or
Christine Johanson Borneo, assistant editor, at (617) 726-0275;
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
165 Cambridge Street, Suite 600
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(617) 726-2206

September 30, 2005

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Leadership meeting introduces Simches Research Center

The official introduction of the new Richard B. Simches Research Center at Charles River Plaza was the focus of the quarterly leadership meeting Sept. 26. Hospital managers, supervisors and department heads gathered in the center's main conference room to hear more about this state-of-the-art research facility that bears the name of a former MGH patient.

"We are so grateful to Nancy Simches for her generous gift to the MGH in memory of her late husband, Richard, who was a patient of the MGH Brain Tumor Center," said Peter L. Slavin, MD, president of the MGH. "We are proud that his name graces this spectacular building that now contains 25 percent of the hospital's total research space."

Approximately 60 percent of the building is devoted to the four thematic centers – the Center for Regenerative Medicine, the Center for Computational and Integrative Biology, the Center for Human Genetics Research and the Center for Systems Biology and Physiologic Genomics. Because the space is not allotted by department but rather to these thematic centers, the hope is that the configuration of the building will foster new collaborations among scientists from different disciplines. In addition, Molecular Biology, the Cancer Center and Pediatric Surgery, as well as a new cafeteria – the Plaza Café – and a large conference center occupy the other 40 percent of the building space.

Slavin acknowledged the hard work and dedication of all staff who were involved with the planning, design, construction and relocation of staff and equipment to the bright, new eight-story facility. In particular, he recognized Richard Bringhurst, MD, senior vice president of Medical Services and Research *(shown above in front of the center)*; Daniel Podolsky, MD, former chair of the Executive Committee on Research; Michael Fisher of Research Management; and the employees from the many hospital departments

(Continued on Page 2)

Corbett and Slavin

Supporting a good cause: United Way campaign coming soon

A familiar event will once again take place throughout the hospital later this fall – the annual MGH United Way campaign. The campaign will begin with a kickoff celebration Oct. 25 at 11:30 am under the Bulfinch tent and will run through Nov. 4. Peter L. Slavin, MD, president of the MGH, and Nancy E. Corbett, senior administrative director for Radiation Oncology – co-chairs of this year's campaign – are committed to making it a resounding success.

After witnessing the destruction of Hurricanes Katrina and Rita during the past month, both Slavin and Corbett felt inspired to do something to help those affected by these tragedies. At the same time, they knew there are people in Massachusetts who also need help. The United Way fills both of these needs, offering support locally to organizations in Massachusetts and nationally to efforts such as the hurricane relief activities.

Slavin, who also is the co-chair of the United Way's health care campaign across eastern Massachusetts, has been a long-time supporter of the United Way. "The hospital has the responsibility to provide the

(Continued on Page 2)

MGH wage and salary program announced

The MGH this week announced the fiscal year 2006 wage and salary program effective Sept. 25 that includes a performance-based increase ranging up to 4 percent. This year's General Hospital program is funded at 3 percent. Those who are above the maximum of their pay range are eligible for a bonus of up to 3 percent. A completed performance appraisal is required before any increase or bonus is processed.

The Massachusetts General Physicians Organization is using a similar approach. Practices will make decisions about increases based on their financial ability to participate in this program.

Employees and staff who have questions about the wage and salary program are encouraged to speak to their supervisors.

— United Way campaign coming soon

(Continued from Page 1)

highest quality care to our patients," he says. "I also feel we have a responsibility to our community to help address the myriad of social issues people face. The United Way is a great umbrella organization that allows staff to direct their donations to many different areas."

Corbett, who has served as senior administrative director in her department for a year, decided it was time to reach beyond her role in Radiation Oncology and further contribute to the hospital's broader mission. "I feel blessed that I have been given so many wonderful gifts and opportunities, and I want to do something to give back," she says.

The fundraising goal for this year is $350,000. Both Slavin and Corbett are confident the MGH can achieve this goal and would like to see the overall participation level increase. Last year, 6 percent of employees donated to the campaign. This year, they hope to achieve a participation rate of 8 percent. To meet this goal, Corbett would like to remind the MGH community to take the time before making a decision. "I'd like to see everyone at the hospital take 10 minutes to educate themselves about the United Way of Massachusetts Bay," she says. "I ask that MGHers be informed when deciding whether to give or not. I am confident that many of my fellow MGHers will find the motivation to give, and will discover an effort they can feel proud and enthusiastic about supporting."

Adds Slavin, "I'd like to appeal to the 94 percent of the MGH community who do not currently give to the United Way. This year, please seriously consider giving to this worthy organization."

Upcoming issues of *Hotline* will have more information about the campaign. ●

— Leadership Meeting

(Continued from Page 1)

who worked tirelessly to make the transition into the new building seamless. Slavin also introduced David Altshuler, MD, PhD, of the MGH Department of Medicine and Molecular Biology, who spoke about his lab's work in the field of genetics and what genetics research could mean for the future of medicine.

The upcoming hospitalwide United Way campaign also was an important topic addressed at the meeting. Slavin, who is the co-chair of the campaign at the MGH, introduced the guest United Way speakers, including Nancy E. Corbett, senior administrative director for Radiation Oncology, who also is co-chairing the campaign, as well as Milton Little, president and CEO of the United Way of Massachusetts Bay and Bill Henning, executive director of the Boston Center for Independent Living, which receives United Way funding.

For more information about the campaign, see article on Page 1. ●

Having a ball at the ballpark

The famous wall of the Green Monster provided a dramatic backdrop to this year's Storybook Ball benefiting MassGeneral Hospital for Children (MGHC). The annual gala has become one of the premiere events in Boston, and this year's sold-out fete at Fenway Park lived up to its reputation, raising more than $2 million dollars for MGHC.

It started in the early evening of Sept. 23 as more than 600 guests arrived to enjoy clear skies and specialty cocktails in front of the dugouts. Festivities kicked into high gear inside a tent set up in center field. Guests dined on a three-course dinner, played carnival games and danced to music played by DJ Tony Okungbuwa from the "Ellen Degeneres Show."

The highlight of the night was the auction emceed by comedian Lenny Clarke, with items such as a block of 424 Green Monster seats and an autographed copy of *Boston: All One Family*. No trip to the ballpark is complete without "Peanuts," so the cast of cartoon characters served as the theme for the evening. ●

Storybook Ball co-chairs Darlene Jordan, Simone Winston and Patty Ribakoff, with Alan Ezekowitz, MBChB, DPhil, chief of Pediatrics for MGHC.

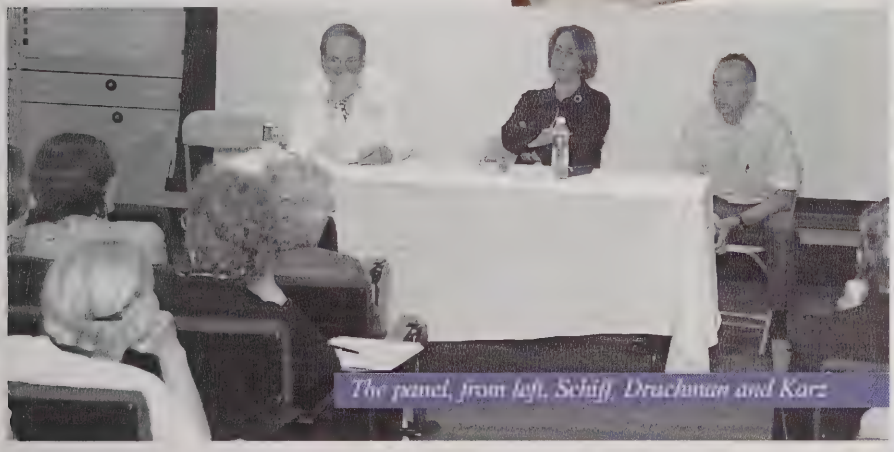
MGH HOTLINE

MGH launches magazine that examines medicine's leading edge

The MGH this week launched *Proto: Dispatches from the Frontiers of Medicine,* a national quarterly magazine that explores the latest developments in biomedical research, promising clinical applications and health policy.

Proto, a prefix that conveys progress and discovery, seeks to travel new ground in its coverage of medical innovation. Each issue includes major features that have been researched and written by nationally respected science writers. The magazine also contains regular columns, images, essays and facts that are designed to amuse, challenge and surprise readers.

The inaugural issue of *Proto* – featuring articles about xenotransplantation, stroke, avian flu, medical simulation and genetics – is being mailed to more than 100,000 top-level health care leaders, Fortune 1000 CEOs, other business executives, venture capitalists, philanthropists, legislators and academics. The magazine includes limited advertising to help offset its production and distribution costs.



The panel, from left, Schiff, Drachman and Karz

Celebrating Women in Medicine month

In commemoration of Women in Medicine month, the Office for Women's Careers held a screening of highlights from the PBS documentary "If Women Ruled the World" Sept. 19 in the O'Keeffe Auditorium. The documentary – a two-hour special featuring a 1999 dinner party in Washington, DC's Senate Caucus Room on Capitol Hill – celebrated women from diverse cultural, ethnic, generational and professional backgrounds. Guests included Supreme Court Justice Sandra Day O'Connor, feminist pioneer Betty Friedan and *Newsweek's* Eleanor Clift.

The screening was followed by a panel discussion about gender equity in medicine. Moderated by Judy Foreman, a nationally syndicated health columnist, the panel included Isaac Schiff, MD, chief of the MGH Vincent Obstetrics and Gynecology Service; Virginia G. Drachman, PhD, chair of the Department of History at Tufts University; and Richard Karz, producer of the documentary. ●

Domestic Violence Awareness Month

According to the Family Violence Prevention Fund, domestic violence affects the workplace when an abuser harasses an employee who is on the job, when a victim is absent because of injuries or less productive because of stress, or when violence occurs at the worksite. The MGH is committed to helping employees and patients who are experiencing abuse through a variety of resources that are always available. To recognize national Domestic Violence Awareness Month in October, the MGH will hold a series of events.

MGH Men Against Abuse, in collaboration with the MGH Domestic Violence Working Group, will sponsor a one-man, educational comedy called "Voices of Men," performed by Ben Atherton-Zeman, a spokesperson for the National Organization for Men Against Sexism. This program will take place Oct. 7, from 11:45 am to 1 pm in the Walcott Conference Rooms. Lunch will be served.

The Employee Assistance Program (EAP), in collaboration with the MGH Domestic Violence Working Group, will sponsor a panel discussion Oct. 20 "Domestic Violence Comes to Work: How Employees Who Batter Affect the Workplace." The panel will be comprised of Emily Rothman, assistant professor at Boston University School of Public Health; David Adams, executive director of Emerge, an abuser education organization; Donna Kausek, a domestic violence specialist for the EAP; and Matthew Thomas, of the Special Investigations Unit for MGH Police and Security. This program will take place from 11:45 am until 1 pm in the Thier Conference Room. Lunch will be served.

For additional information, contact Corinne Castro at (617) 726-8182, Kausek at (617) 726-8963 or Thomas at (617) 724-3838.

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MGH HOTLINE

WHAT'S HAPPENING

Plaza Café now open

The Plaza Café, located on the third floor of the Simches Research Center, 185 Cambridge St., now is open to all MGH employees. The café – open Monday through Friday, from 8 am to 5 pm – features full hot breakfast, pastries, salad bar, deli, grill station, paninis, specialty coffees and smoothies. MGH ID badges must be shown at the front desk to enter the building.

CRP education seminar

The Clinical Research Program (CRP) and the Department of Psychiatry will offer "Scientific Writing" Oct. 5, 12 and 19, from 4 to 5 pm in the O'Keeffe Auditorium. This three-part series will focus on clarifying the writer's interests, creating an outline, writing multiple drafts and understanding the peer-review process. Registration is recommended. To register, visit *hub.partners.org/catalog/*. For more information, send e-mail to *lmichaels@partners.org* or call (617) 726-1669.

Longwood Symphony Orchestra benefit concert

The Longwood Symphony Orchestra, Boston's orchestra of the medical community, will perform a concert to benefit the Mattapan Community Health Center Oct. 8. The concert will begin at 8 pm at Jordan Hall in Boston and will feature acclaimed flutist Eugenia Zukerman. Tickets are $15 for students and seniors and $25 for all others. For more information or to purchase tickets, call (617) 585-1260 or visit *www.longwoodsymphony.org*.

National Materials Management Week recognized

The MGH Materials Management Department will recognize National Materials Management Week Oct. 2 to 8. The Materials Management staff from Patient Transport and Equipment Services, Linen, Mail Services, Supply Support, Receiving and Distribution and Customer Service provides support services 24 hours a day, 365 days a year. For more information about Materials Management Week activities, call (617) 726-9561.

Alzheimer's pilot grant applications

The Massachusetts Alzheimer's Disease Research Center (ADRC) expects to fund up to three, one-year pilot grants at $35,000 each in direct costs, to begin April 1, 2006. The grants are intended to fund trials of novel ideas that have not otherwise received support. Applications will be judged on the basis of scientific merit, novelty and value of the project. Investigators who have received previous ADRC funding are not eligible for this project. Applicants will be notified of award decisions by mail after Dec. 5. For more information, send e-mail to Liang Yap, PhD, at *lyap@partners.org* or visit the ADRC website at *www.madrc.org*.

Cardiovascular Disease Prevention Center open house

The MGH Cardiovascular Disease Prevention Center will host an open house for all interested staff Oct. 6, from noon to 3 pm at 25 New Chardon St., Suite 301. The center includes the Cardiac Rehabilitation Program, the Heart Attack Primary Prevention Program and the Cardiac Metabolic Syndrome Program. Healthy snacks, a tour of the facility and relaxation classes will be available. There also will be a chance to win an Apple iPod Shuffle. For more information about the programs or new facility, call (617) 726-1843 or visit *www.massgeneral.org/cardiacprevention*.

MGH main campus conference room request change

Beginning Oct. 3, the new e-mail address for MGH main campus conference room requests will be *maincampusconfrooms@partners.org*. The Yawkey Center conference room request e-mail will remain the same, *ymgh@partners.org*. For questions or more information, call (617) 726-2445.

National Physician Assistant Day

For more than 30 years, physician assistants (PAs) have provided quality medical care and services as licensed practitioners who practice medicine with physicians in many types of health care settings.

The importance of this profession's impact in the field of medicine has grown and will be recognized Oct. 6, when physician assistants from the MGH and throughout the country celebrate National Physician Assistant Day.

An information booth will be set up that day in the Main Corridor, which will allow patients, visitors and employees to learn about PAs' many contributions to health care.

The MGH employs more than 30 PAs, who practice in many different settings, including Cardiology, Cardiac and Thoracic Surgery, Internal Medicine, Neurosurgery, Orthopædics and Radiology.

Submit news tips and story ideas to the *MGH Hotline*

Contact Victoria Brady, editor, at (617) 724-6433; or Christine Johanson Borneo, assistant editor, at (617) 726-0275;

by fax to (617) 726-7475;

by e-mail to *Hotline@partners.org* or

by mail to the Public Affairs Office, 165 Cambridge Street, Suite 600 Boston, MA 02114.

www.massgeneral.org/news/

***MGH Hotline* is published weekly by the MGH Public Affairs Office.**

(617) 726-2206

October 7, 2005

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Healing Garden provides a place for comfort, healing and reflection

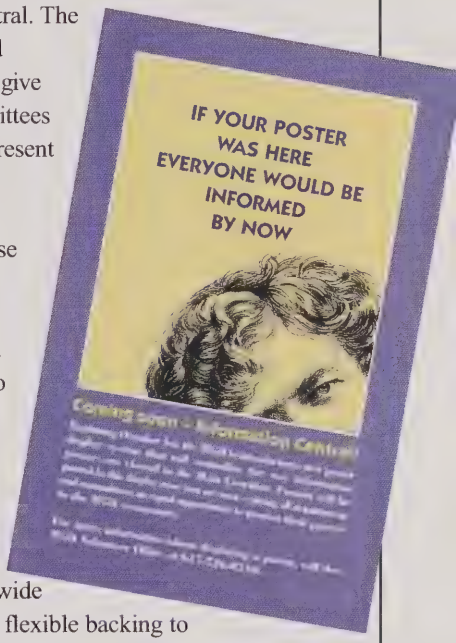
MGH Cancer Center patients and their families soon will have a place to go to reflect and find comfort, inspiration and strength – the Howard Ulfelder, MD, Healing Garden. The rooftop garden, which will be accessible from the eighth floor of the Yawkey Center for Outpatient Care, features breathtaking views of the Charles River, Boston and Cambridge and includes an enclosed pavilion for year-round use, a courtyard area and an exterior garden with pathways, a fountain and comfortable places to sit and relax. The garden is named in honor of Ulfelder, who served as chief of Gynecology for the MGH Vincent Obstetrics and Gynecology Service for more than two decades and was an internationally known gynecologist, surgeon and cancer specialist.

On Oct. 2, the MGH Cancer Center held a dedication ceremony for the donors who made the garden possible. Guest speakers included Edward P. Lawrence, Esq., chairman of the MGH Board of Trustees; Peter L. Slavin, MD, president of the MGH; Bruce A. Chabner, MD, clinical director of the MGH Cancer Center; William U. Shipley, MD, of MGH Radiation Oncology; George Richardson, MD, a former member of the MGH Department of Gynecology; and Thomas H. Ulfelder, Howard Ulfelder's son. Lawrence, Ulfelder and Slavin also participated in a ceremonial planting of the final Healing Garden plant *(shown below)*.

The garden – which will be open Monday through Friday (except holidays), from 9 am to 5 pm – will officially open to patients, their families and staff later this fall.

Information Central to keep MGHers in the know

On Oct. 1, the MGH introduced a new poster display system meant to standardize the way information posters are viewed in the Main Corridor. Posters will be placed in two display cases located on the columns in the Main Corridor near Coffee Central. The new display cases – called Information Central – will give all departments and committees an equal opportunity to present their posters to the MGH community. Information Central will replace the use of easels in the Main Corridor, which can be a safety hazard for passersby.



Below are guidelines to displaying posters at Information Central:

- To maximize space in the display cases, posters must be smaller than 24 inches wide by 36 inches high with flexible backing to conform to the column display cases. Posters with foam core backing will not be accepted.
- Posters may be used to announce meetings, programs, memorial services or other hospital events.
- Posters may be displayed on a space-available basis for one to two weeks at a time.
- Posters must be approved and stamped by Human Resources, located on Bulfinch 3.
- Approved posters should then be brought to the Volunteer Services Office on Clinics 143 to be displayed by Volunteer staff.
- Easels will no longer be allowed in the Main Corridor but can be used in the WACC lobby and other lobbies. Posters also can continue to be displayed in the main corridor if hung by Buildings and Grounds staff in the appropriate locations.

For more information, call the Volunteer Department staff at (617) 726-8540 or send e-mail to Pat Rowell at *prowell@partners.org*. For poster production assistance, call the MGH Photo Lab at (617) 726-2237.

MGHers make beautiful music together

For the past 23 years, a group of Boston-based medical professionals has been inspired to help others not only in the health care setting but also through their musical talents.

The Longwood Symphony Orchestra (LSO) – which includes several MGHers – was founded in 1982 by a group of Harvard Medical School students who wanted to continue their musical interests while pursuing their medical careers. Over time, the LSO developed into a symphonic orchestra. In addition to their dedication to music, the members of the LSO share a genuine commitment to community service raising both funds and awareness for medical causes.

The first LSO concert of this season Oct. 8 has a special MGH connection. The concert will feature renowned guest performer, flutist Eugenia Zukerman, who is the sister of MGH staff member, Julie Ingelfinger, MD, a senior consultant in the Pediatric Nephrology Department of MassGeneral Hospital for Children.

The sisters come from a very musical family. "My earliest memories are of my family having musical evenings at home where family and friends would play various instruments," says Ingelfinger. Growing up, Zukerman would play in orchestras and local concerts, and Ingelfinger would often serve as her accompanist on the piano.

Joining Zukerman on stage will be the current MGH-affiliated LSO musicians: Heidi Harbison, MD, a resident in Emergency Medicine who plays violin; Susan Pauker, MD, director of the Genetics Clinic and LSO chair who plays violin; Wolfram Goessling, MD, PhD, of Oncology who plays the trumpet; Daniela Krause, MD, an intern in the Clinical Pathology Department who plays flute; Tai Katzenstein, a clinical fellow in Psychiatry who plays cello; Read Pukkila-Worley, MD, a resident in Internal Medicine who plays cello; and Lisa Wong, MD, of MassGeneral Hospital for Children, president of LSO who plays violin.

The Oct. 8 performance will be held at the New England Conservatory's Jordan Hall at 8 pm. For more information about the LSO, visit *www.longwoodsymphony.org*.

Ingelfinger, left, with Zukerman and their mother Shirley Rich

Celebrating exceptional service: Ether Day celebration

The hospital's annual Ether Day celebration is a special recognition held in October on the Friday closest to the anniversary of the first demonstration of ether's use as an anesthetic, which took place at the MGH Oct.16, 1846. Ether Day also is a time to celebrate the anniversaries of MGH employees who have served at the MGH for 5, 10, 15, 20, 25, 30, 35, 40, 45, 50 and 60 years. There will be a reception for MGH employees Oct. 14 under the Bulfinch tent, from 2 to 3:30 pm.

A new feature of this year's recognition will be the introduction of colored ribbons signifying years of service to replace the carnations usually distributed on the morning of the Ether Day celebration. Employees who are being recognized for their years of service will receive their Ether Day pins along with the ribbons and are encouraged to wear them proudly on the day of the celebration.

The ribbon colors signify the following years of service: red for five years, white for 10 years, turquoise for 15 years, green for 20 years, orange for 25 years, royal blue for 30 years, hunter green for 35 years, purple for 40 years, blue and white for 50 years and red, white and blue for 60 years. A formal dinner for employees who have served 20-plus years will be held Oct. 21 at the Boston Marriott Cambridge Hotel. For more information about Ether Day, visit *is.partners.org/hr/New_Web/MGH/etherday.html*. ●

Fall for the arts

On Sept. 18, the Pediatric Hematology/Oncology Unit of MassGeneral Hospital for Children (MGHC) hosted an afternoon of celebration for the children cared for at the MGH and their families. "Fall for the Arts ... A Community Celebration" featured "Kaleidoscope" and "My Story in Beads: Honoring a Child's Journey Through Cancer Treatment" – two programs that promote the healing aspects of art with seriously ill children. A community art project and a musical program were part of this festive event. The program was coordinated by Elyse Levin-Russman, LICSW, Heather Peach, CCLS, and Heidi Jupp, RN, all of the Hematology/Oncology Unit, and Alexa Miller of the MGH Cancer Center. At right, MGHC patient, Michael, enjoys eating cake at the celebration.

MGH HOTLINE

Herscots' generosity opens new doors in understanding, treating TSC

It affects more patients than cystic fibrosis and muscular dystrophy; can cause a broad spectrum of conditions ranging from epilepsy to benign tumors; and afflicts both children and adults alike. Yet tuberous sclerosis complex – known as TSC – has, until recently, largely been a disease of mystery. While it may be genetically inherited, TSC also can occur randomly and sporadically in families, making it all the more elusive to trace and understand. As difficult to identify as it is to treat, the disease often forces patients to travel from hospital to hospital in search of a firm diagnosis and an established treatment plan.

Longtime MGH supporters Carol and James Herscot believe all of that will change, thanks to the opening of the Carol and James Herscot Center for Tuberous Sclerosis Complex, which was formally dedicated at the hospital Sept. 26. The center was established by a generous gift from the Herscots and is the first clinical facility of its kind to address the dual diagnostic and treatment challenges posed by TSC for both children and adults.

The Herscots know full well the impact wrought by TSC. Nearly 40 years ago, their son, Brad, began to suffer from seizures and other symptoms that no specialist could seem to pinpoint – symptoms that later proved to be driven by TSC. The Herscots then decided to devote their lives to ensuring that other TSC patients and parents would not have to endure what they had experienced. Though their own son is thriving and living semi-independently today, the couple has remained dedicated allies and advocates in educating physicians, caregivers and families nationwide about the disease.

The Herscot Center will operate under the direction of Elizabeth Thiele, MD, PhD, a pediatric neurologist at MassGeneral Hospital for Children and one of the world's leading TSC experts. Thanks to the Herscots' commitment, the center bearing their name now will provide an unparalleled caliber of clinical, research and outreach initiatives for patients and families living with this previously enigmatic disease.

From left, Thiele with James and Carol Herscot

POPPS Fair teaches MGHers how to be safe

This year's annual Police and Security, Outside Services, Photography and Parking (POPPS) Fair, held Sept. 29 under the Bulfinch Tent, focused on "Protecting You in this Changing World" and covered a wide range of topics to help keep the MGH community safe. The displays and brochures covered subjects such as management of aggressive behavior, identity theft, crime prevention and safety tips. Several MGH staff members also were at the fair representing programs such as HAVEN (Hospitals Helping Abuse and Violence End Now), MGH Men Against Abuse, MassGeneral Hospital for Children, the MGH Safety Department and the Employee Assistance Program.

The creative results of talented MGH amateur photographers also were presented at the MGH Photo Lab's booth *(shown above)*. All entries, including the winners of the annual photography contest, were displayed in four categories – people, landscape, animal and miscellaneous. The winners are now being featured at Information Central in the Main Corridor near Coffee Central *(see article on Page 1)*.

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MGH HOTLINE

WHAT'S HAPPENING

Menopause and Your Health
The MGH Women's Health Coordinating Council will host "Menopause and Your Health" Oct. 18, from 6 to 8:30 pm at the MGH Charlestown HealthCare Center. The program is designed to help women better understand the facts about menopause and current treatment options. The registration fee is $25, and scholarships are available. For more information, call Mary Ellen Heike, RN, at (617) 724-8044 or send e-mail to *mheike@partners.org*.

Care Pages information tables
The MGH will sponsor a new web-based program that will enable patients to keep family members and friends updated about their care while in the hospital. Called CarePages, the free, private and personalized website allows patients to share information with selected participants at any time before, during and after hospitalization. MGH employees, staff, patients and visitors can find out more about CarePages at an information table in the Main Corridor Oct. 11 and 12, from 10 am to 2 pm. Computer terminals will be available to demonstrate the CarePages website, and staff will be available to answer questions.

CRP seminar
The Clinical Research Program (CRP) and the Laboratory of Computer Science will offer "Using the Web-based Partners Research Patient Data Registry" Oct. 12, from noon to 1 pm in the Thier Conference Room. Jeanne Guerin of the MGH Lab of Computer Science, will present a brief overview of this Partners information resource that allows human studies investigators to access vast amounts of patient clinical data. Registration is required by Oct. 10. To register or for more information, call (617) 726-1669.

Physical therapy information table
In recognition of National Physical Therapy month, MGH Physical Therapy will hold its annual community education event Oct. 19, from 11 am to 3 pm in the Main Corridor. This year's topic is "The Unique Contributions of a Physical Therapist to Exercise Prescription." Physical therapists will be available to talk about the components of a safe exercise program, effects of inactivity and various forms of exercise. For more information, call Tracy Daigle at (617) 726-3023 or Susan Sannella Fleming at (617) 887-3586.

Alzheimer's disease symposium
The Harvard Center for Neurodegeneration and Repair will host "Alzheimer's Disease and the Aging Brain" Oct. 17, from 4 to 6 pm at Harvard Medical School's New Research Building, 77 Avenue Louis Pasteur. Actor David Hyde Pierce will provide an advocacy perspective. The presentation will focus on the impact of aging on the brain, prospects for better treatments and how to maintain a healthy brain.

MGH Chaplaincy Jewish High Holy Days
MGH Chaplaincy will hold services Oct. 12, from 3 to 3:30 pm as part of Yamim Nora'im 5766 – the Jewish High Holy Days 2005. Challah, grape juice and snacks will be served at the service. For more information, call Rabbi Ben Lanckton at (617) 724-3228.

Vascular Center symposium
The MGH Vascular Center will sponsor a symposium "Comprehensive Update on Vascular Disease for the Primary Care and Specialty Provider" Nov. 3 to 5 at the Conference Center at Waltham Woods in Waltham, Mass. This symposium will be the first of its kind in New England and will provide attendees with the information they need to better serve patients with vascular disease. Course directors and speakers include MGHers Kenneth Rosenfield, MD, and Michael R. Jaff, DO. There will be a public forum Nov. 3 where patients and consumers can learn how to prevent vascular diseases. The deadline to register online is Oct. 21. To register or for more information, visit *www.ccmcme.com/mgh*.

EAP work/life seminar
The MGH Employee Assistance Program (EAP) will sponsor a Work/Life seminar "Nourishing Your Newborn" Oct. 18, from noon to 1 pm in the VBK Building, room 401. Germaine Lambergs, RN, an MGH lactation consultant, will present to expectant parents, new parents and employees who are considering having children. For more information, visit *www.eap.partners.org* or call (617) 726-6976.

Melanoma symposium
The SPORE – Specialized Program of Research Excellence – in Skin Cancer and the Dana-Farber Cancer Center will host a symposium highlighting the latest innovative research about melanoma Oct. 20, from 9 am to 4 pm at the Dana Farber Jimmy Fund Auditorium. The symposium is organized by Paul Nghiem, MD, PhD, of the MGH Cutaneous Biology Research Center (CBRC), and Lynda Chin of Dana-Farber. Michael Detmar, of the CBRC, will be a guest speaker. The symposium is open to all, but registration is required to attend lunch with the speakers. To register, send e-mail to *lmazzei1@partners.org*.

Ramadan celebration
MGH Patient Care Services and MGH Muslim staff invite the MGH community to an Iftar – a breaking of the fast ceremony during the holy month of Ramadan – Oct. 12, from 5:30 to 7:30 pm in the WACC lobby. All Muslim patients, family members, staff and friends are welcome to attend.

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October 14, 2005

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

A good reason to donate blood: One patient's story

A group of employees dedicated to helping MGH patients by regularly donating blood recently had the opportunity to hear firsthand how their donations can affect just one life. At the annual Employee Blood Donor Appreciation Luncheon held Oct. 5 in the Thier Conference Room, Pamela Ressler *(at right)* recounted how her beloved 14-year-old son, Nick, was able to live a quality life for six months during his battle with cancer in 2001 because of the many blood products he received while being treated at the MGH.

The eighth grader from Concord, Mass., fought a rare form of cancer with the help of his MGH caregivers who gave him chemotherapy and radiation therapy. As a result of the treatments, Nick had many blood transfusions. His mother, who has been a nurse for more than 25 years, knew how important it was for Nick to get the blood that he needed during his illness, so she worked with the MGH Blood Donor Center and a family friend to recruit people from the Concord community to donate at blood drives especially for Nick. The MGH bloodmobile was deployed twice to Concord during those six months to retrieve much-needed blood from willing volunteers who wanted to help Nick and his family.

Pamela Ressler was accustomed to blood products being used by patients, but was curious to know how much Nick used during his illness.

(Continued on Page 2)

Hotline goes full color

For those who might have noticed something different about last week's issue of the *MGH Hotline*, the newsletter now is printed in full color. The company that prints *Hotline* now has a digital press, which has significantly reduced the cost of production for full-color printing. Because the new process is more cost effective, *Hotline* readers can enjoy color photos with their weekly MGH news. The *Hotline* staff would like to hear from MGHers about this change. To give your feedback about our full-color issues, send an e-mail to *hotline@partners.org*.

Where's Wally?

Wally the Green Monster – the official mascot for the Boston Red Sox – was painting the town red Oct. 11, making a pit stop at MassGeneral Hospital for Children to visit with Maverick, one of the young patients on Ellison 17.

When he isn't cheering on Boston's favorite team, Wally makes frequent visits to hospitalized children to sign autographs, give away Red Sox paraphernalia and spread general good cheer.

At right, Maverick shows off Wally's 2004 World Series ring.

No smoking policy reminder

The MGH community is reminded that smoking is prohibited at all locations owned or otherwise under the control of the hospital. This applies to all individuals on hospital premises, including hospital employees, professional staff members, patients, visitors, vendors and guests.

Smoking is only allowed in the following designated smoking booths located around the main campus:

- beside the entrance to the Fruit Street Garage;
- on Blossom Street between the Jackson Lobby and the loading dock driveway; and
- in the WACC valet parking lot beside the bike cage.

"It is important to realize that we as employees are empowered and expected to help enforce the smoking policy by reminding individuals about the designated outside smoking locations," says Philip Stewart of MGH Police and Security. "It may not be easy, but it is important for the health, safety and comfort of all who use our facilities."

Director of Volunteer Services receives national excellence award

Patricia Rowell, director of MGH Volunteer, Interpreter, Information Ambassador and General Store Services *(below),* was presented with the 2005 American Society of Directors of Volunteer Services (ASDVS) Award for Excellence at the group's annual meeting Sept. 21.

The award recognizes individuals who have demonstrated exemplary service to the profession of health care volunteer management. Rowell, who has been a member of the ASDVS for 25 years, has demonstrated strong leadership for the profession while serving as the organization's president, traveling the globe educating others about volunteerism and various work on committees at local, regional and national levels.

"Patricia Rowell is the role model for health care volunteer management not only at her own institution and around the country, but also internationally," stated the nomination for Rowell. "From state, regional and national conferences to international presentations, as well as site visits and consultations, she is a leading authority on health care volunteer management." ●

— *One good reason to donate blood: A patient's story*

(Continued from Page 1)

Staff from the MGH Blood Donor Center calculated that it took 300 blood donors to provide these crucial blood products for Nick's use.

A third blood drive was scheduled for April of 2001, but Nick's battle with the cancer that attacked his fragile body was lost April 9, two weeks before the blood drive. After careful consideration, the Ressler family decided to continue with the blood drive in honor of the "other Nicks who might need blood." The Concord community came out in full force to donate in Nick's memory – a tradition that continues today with his many friends, family members and neighbors who still host the Nick Ressler annual blood drive every April.

"I want to thank you all for regularly donating blood to the MGH," said Ressler. "You help patients like my Nick, who was president of his class, played lacrosse, got straight A's and was a musician. He was too young to die but was able to live a full life for those six months because of people like you."

Ressler's story touched all the blood donors at the luncheon who appreciated hearing how their time in a donation chair, squeezing a stress ball results in such a precious gift that can help even one person. Maria Hood, of MGH Employee Education and Leadership Development and a longtime donor, wondered if her past donations of B positive blood might have gone to Nick who also was B positive. "It feels good to know that my donations can directly help someone in need," she said. "I may not have all the time I would like to do volunteer work, but spending 30 minutes at the Blood Donor Center every eight weeks is my way to help someone else."

For more information or to make an appointment to donate, call the MGH Blood Donor Center at (617) 726-8177. ●

Ether Day 2005

October 14

Each year on Ether Day, the MGH recognizes employees for their dedication and length of service. On Oct. 14, the following employees will be recognized for their years of service to the hospital community.

For Fifty Years

Adelbert Ames, Neurosurgery
W. Gerald Austen, Surgery
Roman DeSanctis, Medicine
Charles Keevil, Medicine
Mitchell Rabkin, Medicine
Lucille Shurkus, Main Operating Room
Lionelle Wells, Psychiatry

For Forty-Five Years

Kurt Bloch, Medicine
Bruce Fischberg, Psychiatry
Stephen Goldfinger, Medicine
John Hedley-Whyte, Anesthesia
Edward Lowenstein, Anesthesia
J. Bucknam McPeek, Anesthesia
Edward Messner, Psychiatry
Ashby Moncure, Surgery
James Moore, Buildings and Grounds
Leslie Ottinger, Surgery
Richard Wurtman, Medicine

For Forty Years

Evelyn Anderson, Nursing
John Bradshaw, Radiology
John Cohen, Pediatric Service
Barbara Davis, Clinical Care Management Unit
Ruth Dempsey, Clinical and Professional Development
Stephen Dretler, Urology
Arthur Foubert, Wellman 6 Laboratories
Reginald Greene, Radiology
Leslie Johnson, Endocrine Unit
Josephine Mullins, Operating Room Administration
Vivian Shih, Neurology
Henry Winn, Surgery

For Thirty-Five Years

Cary Akins, Surgery
Nathaniel Alpert, Radiology
Alex Althausen, Urology
Alia Antoon, Pediatric Service
Lloyd Axelrod, Medicine
Susan Barraclough, Nutrition and Food Services
Susan Barrett, Nursing
Bruce Barros, Main Operating Room
Diane Biase, Urology
Nadine Brooks, Main Operating Room
James Burke, Chemistry
Marian Carey, Surgery
Jeanne Casey, Hematology/Oncology Unit
David Chesler, Radiology
Richard Chevrette, Police and Security
Keith Chiappa, Neurology
Achille Ciriello, Buildings and Grounds
Saul Cohen, Pediatric Service
Susan Crossman, Hematology/Oncology Unit
Janet Curran, Medicine
Elizabeth Davis, Obstetrics and Gynecology Service
Jan Devereaux-Reed, Dermatology
Ela Dhanak, Chemistry
Barbara Doherty, Nursing
Patricia Donahoe, Surgery
Eterline Duberry, Hematology/Oncology Unit
Maureen Emde, Nursing
Pamela Enge, Nursing
Dorothy Flynn, Nursing
Rose Fratarcangeli, Pediatric Service
Patrick Geraghty, Environmental Services
Gloria Gilson, Nursing
Grace Good, Nursing
Kathleen Gottbrecht, Nursing
Timothy Guiney, Medicine
Janice Hannah, Psychiatry
Dorothy Hicks, Operating Room Administration
Richard Hill, Main Operating Room
Millanese Hope, Nursing
Barbara Hoyler, Radiology
Jacquelyn Jarmel, Chelsea HealthCare Center
Subramanyan Jayasankar, Orthopædics
Samuel Kim, Surgery
Carlene Krey, Main Operating Room
Henry Kronenberg, Medicine
Allen Lapey, Pediatric Service
Annette Levitt, Anticoagulation Therapy Unit
Beverly Linick, Cardiology Division
Dorothy Mcdonough, Chelsea HealthCare Center
Udel Mcleod, Nursing
Richard Medeiros, Microbiology
Stephen Miller, Radiology
Cynthia Mitchell, Nursing
Margaret Munson, Nursing
Ethlyn Nembhard, Nursing
Gloria Niles, Hematology/Oncology Unit
Robert Novelline, Radiology
Audrey Ohara, Materials Management

W. Gerald Austen, MD

W. Gerald Austen, MD, earned his bachelor of science degree in mechanical engineering from the Massachusetts Institute of Technology and his medical degree from Harvard Medical School (HMS). He did his general surgery and cardiothoracic surgery residencies at the MGH as well as additional general surgery training at Kings College Hospital in London and cardiothoracic training at the General Infirmary in Leeds, England. Following two years of clinical and research work at the National Heart Institute in Maryland, Austen returned to the MGH in 1963 to concentrate on cardiac surgery. He was appointed chief of MGH Surgical Services in 1969 at the age of 39, a position he held for almost 29 years.

Austen is internationally recognized for his contributions as a cardiac surgeon, teacher and clinical investigator, contributing greatly to the improved care of the cardiac surgical patient and to the understanding of the physiologic events that occur during open heart surgery. He was a pioneer in the surgical treatment of many of the complications of coronary artery disease and in the development of circulatory support systems to aid the failing heart.

In addition, he was a founding trustee of Partners HealthCare as well as the founding president and CEO of the Massachusetts General Physicians Organization (MGPO). Austen continues to be very active in numerous roles at the MGH, HMS and throughout Partners. He is chairman of the MGH Chiefs' Council and continues as the Edward D. Churchill Professor of Surgery at HMS. He also serves as an honorary trustee on the MGH and MGPO boards.

Justin O'Rourke, Nursing
David Osler, Pediatric Service
Frank Picardo, Materials Management
Deborah Piggott, Neurosurgery
Clare Pinto, Chelsea HealthCare Center
Janice Plunkett, Main Operating Room
John Renner, Psychiatry
Kathleen Rund, Nursing
Ilene Sachs, Orthopædics
Edward Saef, Pediatric Service
Kenneth Scheublin, Social Services
Joseph Schwartz, Psychiatry

Peter Biggs, Radiation Oncology
J. Andrew Billings, Medicine
Georgi Bland, Administration
David Blumenthal, Medicine
Annetta Boisselle, Surgery
Janice Brouillard, Main Operating Room
Nancy Burke, Hematology/Oncology Unit
Bettyann Burns-Britton, Nursing
Stephen Calderwood, Medicine
Anne Cassels-Turner, Emergency Services
Lawrence Cohan, Pediatric Service

Roman W. DeSanctis, MD

Roman W. DeSanctis, MD, graduated Summa Cum Laude from the University of Arizona in 1951, and Magna Cum Laude from Harvard Medical School (HMS) in 1955. After an internship at the MGH, he served in the United States Navy as an assistant to the Attending Physician to Congress from 1956 to 1958. He returned to the MGH to finish his medical residency and cardiac fellowship and joined the staff of the MGH in 1962. He has had an active career in medical practice, teaching and clinical research. He was acting chief of the MGH Cardiac Unit from 1989 to 1991, and director of Clinical Cardiology from 1981 to 1998. He has been very active in medical education, and takes special pride in having helped mentor numerous young trainees, many of whom now occupy leadership positions in cardiology both nationally and internationally. He has been the recipient of numerous awards, including Master of the American College of Physicians, Distinguished Fellow of the American College of Cardiology and two honorary degrees. He is currently the James and Evelyn Jenks and Paul Dudley White Professor of Medicine at HMS and continues to practice at the MGH.

Gino Segre, Medicine
Harvey Simon, Medicine
Eula Smith, Environmental Services
Nolan Smith, Environmental Services
Ellen Sosa, Nursing
Marlene Spence-Myrthil, Pathology
Kerry Stevenson, Police and Security
Bonita Strudas, Hematology/Oncology Unit
Herman Suit, Radiation Oncology
Teresita Valdez, Medicine
Paul Wankowicz, Bulfinch Temporary Services
Helen Warwick, Emergency Services
Shirley Wray, Neurology
Warren Zapol, Anesthesia

For Thirty Years

Christine Annese, Nursing
Gail Arbuthnot, Hematology/Oncology Unit
Maureen Beaulieu, Emergency Services
Maureen Bedle, Main Operating Room
Atul Bhan, Pathology

Jeffrey Cohen, Health Information Services
Robin Costa, Nursing
Irene Coxall, Mass General West Medical Group
Ward Cromer, Psychiatry
Frances Donovan, Main Operating Room
Denise Dreher, Nursing
James Driscoll, Buildings and Grounds
Kenneth Dzus, Nursing
Carol Elwell, Emergency Services
Patricia English, Respiratory Care Services
Dianne Farley, Emergency Services
Ellen Feldman, Social Services
Peter Geraghty, Environmental Services
Mary Gill, Revere HealthCare Center
Irene Giorgetti, Nursing
Pedro Gonzalez, Materials Management
John Goodson, Medicine
Donna Gulbinas, Nursing
Deborah Hall, Radiology
Yvonne Hobbs, Nursing
Francine Hobbs-Farrell, Nursing
Maryfran Hughes, Nursing
Katherine Hurxthal, Medicine

Marian Jeffries, Nursing
Jesse Jupiter, Orthopædics
Marguerite Kilfoyle, Main Operating Room
Joseph Kratohvil, Respiratory Care Services
Linda Lauretano, Nursing
John Livermore, Buildings and Grounds
Nancy Lundy, Psychiatry
Judith Lynch, Admitting Services
Jane Maisey, Nursing
Thomas Manganaro, Surgery
Carole Mankin, Treadwell Library
J.A. Jeevendra Martyn, Anesthesia
Lori Mazzarelli, Nursing
Mary Mcadams, Clinical and Professional Development
Maryellen McNamara, Cardiology Division
Diana Minasian, Pediatric Service
Barbara Moscowitz, Geriatric Medical Unit
Albert Mulley, Medicine
Rosemary Noren, Surgery
Susan O'Brien, Nursing
Suzanne Oconnor, Emergency Services
Susan O'Donnell, Nursing
L Oliver, Medicine
Roslyn Orkin, Surgery
Teofila Ostrea, Chemistry
Mark Pasternack, Pediatric Service
Jean Phillips, Nursing
Michelle Picard, Nutrition and Food Services
Judith Randazzo, Radiology
Linda Reed, Main Operating Room
Charles Reese, Nutrition and Food Services
Emilia Ribas, Environmental Services
Sarah Richards, Pediatric Service
Samuel Roberts, Volunteer Services
Willie Roberts, Operating Room Administration
Carl Rosow, Anesthesia
Christine Ruel, Nursing
Jeremy Ruskin, Medicine
Lee Salkovitz, Nursing
Rocco Sansevero, Buildings and Grounds
Joanne Schiavo, Pathology
Judith Schiff, Nursing
Fredda Sendker, Main Operating Room
Glenn Siegmann, Hematology/Oncology Unit
Mary Slavin-Simmons, Respiratory Care Services
Debra Smith, Bulfinch Medical Group
John Stakes, Neurology
Nancy Stark, Pathology
Jesse Thompson, Operating Room Administration
Bonnie-Jean Unger, Anesthesia
Gus Vlahakes, Surgery
David Walton, Pediatric Service
Steven Weise, Radiology
William Young, Chemistry

For Twenty-Five Years

Grisel Adreani, Revere HealthCare Center
Dianne Alpert, Cardiology Division
Mary Anderson, Gusella Group
Elisha Atkins, Medicine
Susan Aylouche, Nursing
Diane Bachiri, Cardiology Division
Mary Barry, Nursing

Scott Belknap, Pharmacy
Kathleen Benton, MGH Everett Family Care
Patricia Biggs, Nursing
Thomas Brady, Radiology
Maureen Brecken, Nursing
Diane Brindle, Nursing
Lynne Brown, Continuous Ambulatory Peritoneal Dialysis Unit
Kathy Bruce, Radiation Oncology
Sarah Buck, Pediatric Service
Frederick Buckley, Surgery
Dennis Burke, Orthopædics
Mary Carey, MGH Institute of Health Professions
Karen Carlson, Medicine
Karen Carpenter, Obstetrics and Gynecology Service
Philip Carrieri, Hematology/Oncology Unit
Nancy Caruso, Nursing
Anne Cavalieri, Nursing
Danny Chin, Medicine
Philip Cole, Nursing
Linda Collings, Radiology
Donna Comolli, Nursing
Sandra Croteau, Vascular Lab Administration
Paula Curren, Pediatric Service
Francis Delmonico, Surgery
Nancy Desjardins, Bulfinch Medical Group
Marian DiFiglia, Neurology
Eleanora Ditocco, Nursing
Allan Dolinski, Environmental Services
Jane Donohue, Respiratory Care Services
Calvin Dorsey, Surgery
Jennifer Dubois, Cytogenetics
Nancy Etcoff, Psychiatry
Joanne Forde, Radiology
Agnese Froio, Radiation Oncology
Donna Furlong, Nursing
Deborah Gately, Primary Care Administration
Susan Gavaghan, Nursing
Ann Geary, Nursing
Karen Gendron, Nursing
Cheryl Gerniglia, Nursing
Patricia Giorgio, Radiology
Eugeta Gladden, Nutrition and Food Services
Richard Goodenough, Surgery
Holly Goolsby, Pathology
John Grabbe, Pathology
Lois Greer, Radiation Oncology
Kenneth Griffin, Surgery
Karen Griffin, Neurology
James Gusella, Neurology
Joyce Haase, Radiology
Carol Hall, Anesthesia
Juliette Hardiman, Nursing
Elizabeth Hartnett, Dermatology
Karylen Headley, Nutrition and Food Services
Barbara Hejnar-Lowe, Cardiology Division
Maureen Hemingway, Main Operating Room
Diane Herald, Nursing
Patricia Hopewell, Chemistry
Jane Howley, Nursing
Barbara Irby, Pharmacy
Jill Jones, Clinical Care Management Unit
Lillian Kahn, Nursing
Joan Keefe, Hematology/Oncology Unit

Deborah Kilian, Nursing
Marin Konstadt, Charlestown HealthCare Center
Thomas Krueger, Pediatric Service
James Kurnick, Pathology
Marie Laguerre, Nursing
Heidi Larkin, Obstetrics and Gynecology Service
Donna Lawrence, Nursing
Christopher Lenk, Psychiatry
Virginia Leonard, Geriatric Medical Unit
Lorenzo Lewis, Psychiatry
Ruth Lindquist, Nursing
Elijahu Livni, Radiology
Maria Lomba, Nursing
Carol Lorente, Oral and Maxillofacial Surgery
Paul Mac Garvey, Chemistry
Edward Macinnis, Buildings and Grounds
Ann Magee, Nursing
John Maltsberger, Psychiatry
Constance Mancini, Charlestown HealthCare Center
Susan Maraventano, Bulfinch Medical Group
Jane Marshall, Cardiology Division
Marilyn Martin, Clinical Pathology
Susan Mathews, Hematology/Oncology Unit
Mark McDonough, Police and Security
Kathleen McElhinney, Nursing
Diane Mcelvery, Main Operating Room
Kathy McEwan, Radiology
Susan McKay, Nursing
Patricia McKenna, Obstetrics and Gynecology Service
Ellen McPadden, Nursing
Margaret Merlino, Neurology
Deborah Messinger, Professional Billing Office
Domenica Mogavero, Microbiology
Denise Montalto, Physical Therapy Services
Jean Murphy, Cardiology Division
Ann Myers, Radiology
Therese Nearhos, Surgery
Brian Niles, Buildings and Grounds
Emerson Niles, Buildings and Grounds
Joan Niles, Revere HealthCare Center
Susan Noska, Surgery
Karen Odonnell, Neurology
Anne Paone, Emergency Services
Joanne Pask, Obstetrics and Gynecology Service
Christine Peters, Pathology
Gayle Peterson, Nursing
Marie Phillips, Nursing
Louis Pierre, Nutrition and Food Services
Dialma Poles, Orthotics
Richard Polisson, Medicine
Ann Prestipino, Administration
Tanya Robbins, Main Operating Room
Karen Rowell, Microbiology
Virginia Sanders, Microbiology
Rita Ann Santangelo, Cardiology Division
Joan Sasso-Callan, Nursing
Barbara Scafidi, Mass General West Medical Group
Robert Scardina, Orthopædics
Arlene Schiro, Pulmonary and Critical Care Unit
Sara Schulman, Nursing
Jayne Sexton, Nursing
Elizabeth Seybolt, Electrophysiology Lab
Sonia Shea, Nursing
Kathleen Sheehan, Nursing
Eileen Sullivan, Clinical Care Management Unit
Joan Tafe, Nursing
Rosemary Tintoni, Materials Management
Diana Titus, Pediatric Service
Jane Tremble, Radiology
Marilyn Vitale, Nursing
John Wain, Surgery
Bruce Walker, Medicine
Judy Walsh, Dermatology
Peggy Warren, Psychiatry
Larry Washington, Police and Security
Arthur Weyman, Medicine
Clarence Wiggins, Cardiology Division
Jacqueline Williams, Nursing
Eunice Wilson, Continuous Ambulatory Peritoneal Dialysis Unit
W.B. Jerry Younger, Medicine
Yong-Ming Yu, Surgery
Joanne Zollarcoffer, Radiology

For Twenty Years

Richard Anderson, Dermatology
Mary Appleyard, Nursing
Janice Arrigo, Radiology
Brian Awbrey, Orthopædics
Michael Bailin, Anesthesia
Carol Baker, Massachusetts General Physicians Organization
Cynthia Ballan, Nursing
Maria Barbieri, Radiology
Rosemary Beagan, Nursing
Janet Bell, Nursing
Rocco Bellone, Buildings and Grounds
Anne Belmonte, Medicine
Richard Belton, Police and Security
Marieta Bienaime, Nursing
Michael Bierer, Medicine
Melissa Bjork, Nursing
Deborah Blacker, Psychiatry
Claire Bloom, Medicine
Karen Bolden, Internal Medicine
Susan Briggs, Surgery
Dennis Brown, Pathology
Katherine Brown, Admitting Services
Terrance Bruski, Chemistry
Jane Bryant, Nursing
Kathleen Burns, Nursing
Joan Butterton, Medicine
Gilda Cardenosa, Radiology
Coralee Carrigan, Nursing
Elizabeth Catlin, Pediatric Service
Charleen Cherwek, Nursing
Donna Coleman, Obstetrics and Gynecology Service
Gregory Corbin, Buildings and Grounds
Dorothy Creer, Oral and Maxillofacial Surgery
Darleen Crisileo, Nursing
Susan Cronin-Jenkins, Cardiology Division
Susan Davidson, Nursing
Marilyn Decoulos, Main Operating Room
Marie Demay, Medicine
Maria Detres-Rivera, Environmental Services
Diane Doherty, Nursing
Joyce Donovan-Robles, Emergency Services
Elise Drew, Nursing
Barbara Drowne, Main Operating Room
Harwood Egan, Pediatric Service
Carol Ehrlich, Medicine
John Eichhorn, Pathology
Mark Eisenberg, Medicine
Louis Ercolani, Medicine
Milagros Escobar, Chelsea HealthCare Center
Jacqueline Eversley, Microbiology
Marlene Fairbanks, Pathology
Denise Faustman, Medicine
Maurizio Fava, Psychiatry
Dianne Finkelstein, Medicine
Cynthia Finn, Nursing
Myrtle Frederick, Environmental Services
Brian French, Clinical and Professional Development
Donna Frost, Nutrition and Food Services
Richard Garber, Pediatric Service
Denise Gauthier, Cardiology Division
Jeffrey Gelfand, Medicine
Elise Gettings, Anesthesia
Anna Giarrusso, Speech/Language Pathology
Elizabeth Gilroy, Surgery
Eugenio Gonzalez, Radiology
Christina Graf, Nursing
Kelley Gramstorff, Nursing
Alberta Grunbeck, Nursing
Daniel Hagen, Police and Security
Elizabeth Haire, Radiology
Aleta Hartman, Main Operating Room
Nancy Hassan, Emergency Services
Jacqueline Havey, Nursing
Kathryn Held, Radiation Oncology
Katherine Lawlor, Nursing
Michelle Lee, Pathology
Barbara Levin, Nursing
Sonia Lewin, Pediatric Service
Mirta Leyva-Coffey, Nursing
Usha Mac Garvey, Neurosurgery
Marcy MacDonald, Neurology
Marybeth Maheno, Nursing
William Mailloux, Anesthesia
Maryann Mantville, Nursing
Kathryn Martin, Medicine
Judith Massakowski, Clinical Care Management Unit
Joan Mathews, Pediatric Service
Megan McCarrens, Emergency Services
Sheila McCarthy, Nursing
Stephen McDermott, Psychiatry
Ines McGillivray, Emergency Services
Nancy McManus, Main Operating Room
Lisa McNeil, Nursing
Angela Micozzi, Clinical Care Management Unit
Carmela Moscaritolo, Gillette Center for Women's Cancers
Samuel Moschella, Dermatology
Christine Moulton, Clinical Care Management Unit
Cynthia Murphy, Urology
Mary Niederberger, Medicine
Christopher Ogilvy, Neurosurgery
Dermot O'Rourke, Psychiatry
Eva Ostane, Pathology
Guo-Li Pan, Pathology
Brenda Parrelli, Emergency Services

Lucille Shurkus, RN

Lucille Shurkus, RN, began her long career at the MGH in 1955. She received her nursing education at Notre Dame Hospital School of Nursing in Manchester, NH. Working primarily in the Department of Surgery, she was witness to many of the advances in open heart and implant surgery during the last 50 years. In the early 1970s, Shurkus was promoted to supervisor in the Operating Room in the White Building. She was particularly active as a member of the Interactive Radiation Room Committee, and wrote the protocols for Interpretive Radiation Therapy. Shurkus also has served as president of the Operating Room Nurses Association of Boston.

Nancy Dunham Herd, Chemistry
Alfonso Herranz, Pharmacy
Franz Hillenkamp, Dermatology
Evelyn Ho, Nursing
Godtfred Holmvang, Medicine
Paul Huang, Medicine
Cynthia Hynes, Radiology
Frank Ireland, Nursing
Emeline Isaacs, Nursing
Maurice Isenhart, Police and Security
Kathleen Jay, Cardiology Division
Verdieu Joseph, Environmental Services
Steven Kelly, Admitting Services
Robert Kingston, Molecular Biology
Cynthia Knauss, Nursing
Patricia LaBella, North End HealthCare Center
Debra Lavandier, Bulfinch Temporary Services
Mary Paskos, Operating Room Administration
Joanne Phelan, Surgery
Brenda Pineda, Main Operating Room
Patricia Polys, Registrar/Credentialing Unit
Peter Raynes, MGH Transportation Services
Julia Reade, Psychiatry
Jennifer Repper-Delisi, Nursing
Linda Richards, Nursing
Linda Riley, Chelsea HealthCare Center
Palmie Riposa, Anticoagulation Therapy Unit
Susan Rooney, Nursing
Gary Ruvkun, Molecular Biology
Adrienne Sacco-Maguire, Nursing
Aruna Sachdev, Pediatric Service
Julie Schwalm, Nursing

Robert Scott, Pharmacy
Evadne Seale, Emergency Services
Maria Seavey, Clinical Care Management Unit
Leslie Shaff, Anesthesia
Kenneth Shepherd, Anesthesia
Christine Shields, Medicine
Luz Sierra, Microbiology
James Silvia, Main Operating Room

Janet Allen, Revere HealthCare Center
Danisa Alonzo, Nursing
Yolanda Alston, Clinical Care Management Unit
Angela Altobell, Main Operating Room
Jane Austin, Main Operating Room
Marie Azevedo, Urology
Adam Barrett, Nursing
Sandra Barrow, Radiology

Mitchell T. Rabkin, MD

Mitchell T. Rabkin, MD, began a career at the MGH in academic internal medicine after graduating from Harvard Medical School (HMS) in 1955. He became chief resident in Medicine in 1962 and then served in the Endocrine Unit from 1963 to 1966. His concern for systems issues in health care encouraged him to accept a position in 1966 as CEO of Boston's Beth Israel Hospital. This experience lasting three decades helped Rabkin realize the importance of identification and resolution of systems issues in health care delivery and financing. In 1996, Rabkin became the CEO of CareGroup as Beth Israel and Deaconess Hospital merged, and in 1998 joined the Carl J. Shapiro Institute for Education and Research at HMS and Beth Israel Deaconess Medical Center, a joint venture of the hospital and medical school founded by Rabkin and then dean Daniel Tosteson, MD. The Institute honored him through naming its innovative program in faculty education the Rabkin Fellowship in Medical Education. Today, Rabkin is an honorary physician at the MGH.

Brenda Smith, Surgery
Robert Smith, Buildings and Grounds
Susan Smith, Pathology
Angela Solis, Nursing
Ilse Sousa, Nursing
Richard Stack, Parking & Commuter Services
Mary Stacy, Nursing
Ann-Marie, Starck Physical Therapy Services
Joanne Stella, Radiology
Meredith Sullivan, Mass General West Medical Group
Sheila Tatulli, Nursing
Elaine Van Nostrand, Main Operating Room
Emma Vozzella, Cardiology Division
Sean Ward, Psychiatry
Darlene Waters-D'India, Revere HealthCare Center
Marilyn Wise, Social Services
Patricia Zelano, Preadmission Clinic

For Fifteen Years

Jean Abellard, Environmental Services
Judith Adams, Radiation Oncology
Ahmad Aghaee, Pharmacy
Edgar Aguirre, Nursing
Christine Albert, Medicine
James Allan, Surgery

Joyce Barrows, Bulfinch Medical Group
Carolyn Bartlett, Nursing
Margaret Bartlett, Nursing
Christopher Beagle, Police and Security
John Beagle, Pulmonary and Critical Care Unit
Anne Becker, Psychiatry
Cynthia Beech, Nutrition and Food Services
John Belknap, Massachusetts General Physicians Organization
Barbara Bell, Clinical Care Management Unit
William Belton, Buildings and Grounds
David Berger, Surgery
Robert Bergman, Nursing
Patricia Bergschneider, Nursing
Kirtan Bhagat, Pharmacy
Luca Bigatello, Anesthesia
Dorothy Binford, Hematology/Oncology Unit
Willie Blount, Nutrition and Food Services
Deborah Bobola, Nursing
Luis Bonilla, Buildings and Grounds
Karen Borden, Gillette Center for Women's Cancers
Margaret Boulos, Cardiology Division
Catherine Bove, Gusella Group
Kathryn Bowse, Nursing
Linda Bracey, Main Operating Room
Lauren Bradbury, Neurology

Edward Burns, Respiratory Care Services
Melvin Caban Cerezo, Environmental Services
Maria Cabral, Nursing
Plinio Cabrera, Radiology
Quetlie Cadet, Nutrition and Food Services
Carlos Camargo, Emergency Services
Laura Cameron, Nursing
Jonna Capecci, Physical Therapy Services
Mary Carbone, Nursing
Mary Carolan, Nursing
Judith Carr, Cardiology Division
Joan Carriere, Pathology
Diane Carter, Nursing
Joanne Carter, Blood Transfusion Service
Noreen Casey, Endoscopy Center
Nino Cerniglia, Health Information Services
Mireille Cesar, Nursing
Claudia Chae, Medicine
Mary Chambers, Development and Major Gifts
Angela Chandler, Revere HealthCare Center
Trevor Chase, Operating Room Administration
Kimberly Cheevers, Pediatric Service
Zhangwen Chen, Pharmacy
Roseann Ciccolo, Nursing
Lucia Coale, Social Services
Elizabeth Coe, Nursing
Jayson Colby, Massachusetts General Physicians Organization
Michael Comoletti, Parking & Commuter Services
Donald Condie, Psychiatry
Laura Consolo, Gastrointestinal Unit
Peter Correia, Respiratory Care Services
Donna Crowe, Neurology
Joselino Cruz, Environmental Services
Joanne Culipher, Revere HealthCare Center
Kim Curley, Nursing
Cecile Darcy, Nursing
Elisa Darocha, Clinical Pathology
Sandra Daszuta, Nursing
Benjamin Davis, Medicine
Antonia Debrito, Nursing
Emma Diaz, Chelsea HealthCare Center
Alan DiBiasio, Pharmacy
Donna DiGioia, Psychiatry
John Dillon, Buildings and Grounds
Andrea Dinardo, Nursing
David Dombkowski, Pathology
Daniel Driscoll, Surgery
Lorraine Duda, Cardiology Division
Tamara Dudkin, Pathology
Lyn Duncan, Pathology
Pamela Dwyer-Grogan, Nursing
Kristin Egan, Nursing
Cecelia Emerson, Neurology
Jay Emmons, Nursing
Susan Evangelista, Nursing
Timothy Fagerson, MGH Institute of Health Professions
Patricia Fallon, Pediatric Service
Judith Sheahan Fang, Practice Administration
Anthony Fatalo, Pharmacy
Adele Ferreira, Nursing
Antonio Ferreira, Environmental Services
Margaret Ferrell, Medicine
Susan Finn, Hematology/Oncology Unit
Maureen Firnrohr, MGH Institute of Health Policy

Jeanne Flannery, General Clinical Research Center
Margaret Flynn, Anesthesia
Ellen Forman, Social Services
Stuart Forman, Anesthesia
Linda Forsythe, Psychiatry
Carole Foxman, Treadwell Library
Sarah Fulgham, Clinical Pathology
Glenn Furuta, Pediatric Service
Julie Garrity, Surgery
Christina Gelev, Medicine
Katia Georgopoulos, Dermatology
Josephine Giangrande, Professional Billing Office
Patricia Gibbons, Medicine
Romuald Gierymski, Health Information Services
Thomas Gill, Orthopædics
Ruth Giorgi, Surgery
Peggy Givans, Nursing
Lisa Gluck, Nursing
Virginia Goggin, Professional Billing Office
Ronda Goldman, Bulfinch Temporary Services
Domingas Gomes, Nursing
Maria Gonzalez, Environmental Services
Deborah Gorham, Radiology
Denise Graham, Nursing
Sheila Grimmel, Nursing
Dana Guarino, North End HealthCare Center
Jun Guo, Medicine
Steven Haffa, Pharmacy
Kahsay Hagos, Pharmacy
Roger Hajjar, Medicine
Brian Hall, Materials Management
Melvin Hargrove, Main Operating Room
Janice Healey-Carey, Nursing
Jane Hermosa, Main Operating Room
Essie Hill, Nursing
Marie Hill, Professional Billing Office
Donna Hills, Nursing
Ta Hoang, Cardiology Division
Elizabeth Hohmann, Medicine
Christina Houllahan, Nursing
Loretta Hsu, Chemistry
Laura Huber, Clinical Care Management Unit
Carol Hurney, Nursing
Toni Hurton, Obstetrics and Gynecology Service
Jennifer Hylton, Main Operating Room
Fumito Ichinose, Anesthesia
Michael Irizarry, Neurology
Maria Iulian, Pathology
David Jackson, Parking & Commuter Services
Althea Jackson-Dixon, Pharmacy
Raynald Jeanty, Environmental Services
Maureen Jerz, Microbiology
Melissa Johnson, Radiation Oncology
Mark Joseph, Materials Management
Barbara Kane, Medicine
Rosanne Karp, Clinical Care Management Unit
Ruth Katz, Bulfinch Medical Group
Stephen Kirby, Chelsea HealthCare Center
Patricia Kiszkiss, Transplantation Biology Research Center
Stephen Kosslyn, Neurology
Suzanne Koven, Medicine
Susan Ladetto, Nursing

Marie Laforest, Nutrition and Food Services
Agnes Lau, Oral and Maxillofacial Surgery
Feroline Laughlin, Admitting Services
Elvina Lawrence, Microbiology
Standley Lawton, Health Information Services
Tamara Leaf, Psychiatry
Kristine Leahy, Nursing
Miguel Leibovich, Psychiatry
Irene Lerman, The Center for Integration of Medicine and Innovative Technology
Michelle Lerner, Clinical Care Management Unit
Ann Letendre, Nursing
Lynne Levitsky, Pediatric Service
Victor Lewis, Medicine
Catherine Liberles, Women's Health Association
Robin Lipkis-Orlando, Nursing
Susan Little, Urology
Jamia Liu, Nursing
Maria Loduca, Social Services
Paul Loiselle, Pediatric Service
M. Longval, Blood Transfusion Service
Maria Lopez, Main Operating Room
Andrew Lozynsky, Orthopædics
Xiao-Ming Lu, Surgery
Elaude Luc, Materials Management
Shirley Lundrigan, Pharmacy
Crystal Lynch, Nursing
Michael Lynch, Treadwell Library
Kathleen Lyon, Nursing
Paul Macaruso, MGH Institute of Health Professions
Mia MacCollin, Pediatric Service
Catherine Mackinaw, Nursing
Bonnie Mackool, Dermatology
Dana Madden, Clinical Care Management Unit
Kristine Magee, Cardiology Division
Debra Mahoney, Revere HealthCare Center
Annamaria Mancuso, North End HealthCare Center
Gidget Manning, Radiation Oncology
Jolene Marangi, Nursing
Mary Marcella, Charlestown HealthCare Center
Clodese Marcilin, Environmental Services
Veronice Marroquin, Obstetrics and Gynecology Service
Desslar Martin, Pathology
Lita Mattaroccia, Professional Billing Office
Daniel Maytum, Bulfinch Temporary Services
Jodi McCarthy, Nursing
Mary McConville, Clinical Care Management Unit
Michael McGah, Nursing
Maryjane McGoey, Nursing
Donald McLeod, Psychiatry
Paul McMahon, Buildings and Grounds
Tricia McQuade, Police and Security
Margaret Mercury, Nursing
Maggy Mesamour, Nursing
Harold Michlewitz, Obstetrics and Gynecology Service
Micheline Milleret, Pharmacy
Stephen Millham, Orthotics
Anita Miranda-Galloway, Development and Major Gifts
Evan Mojica, Microbiology
Ronney Moraldo, Nursing
Ramon Morales, Environmental Services
Susan Morgan, Nursing
Maryellen Morin, Nursing
Susan Morris, Urology
Hilda Morrison, Preadmission Clinic
Jill Moyette, Nursing
Kim Murphy, Pediatric Service
Lynne Murphy, Medicine
Rebecca Murphy, Social Services
Megan Murray, Medicine
Philip Murray, Microbiology
Cathryn Nagler-Anderson, Pediatric Service
Yvonne Naimo, Massachusetts General Physicians Organization
Michael Nathan, Medicine
Laura Neville, Main Operating Room
Yau Ng Health, Information Services
Linda Nichols, Nursing
Nicole Norton, Microbiology
Beatriz O'Connell, Health Information Services
Sheila O'Keefe, Psychiatry
Traci O'Leary, Nursing
Patricia Olsen, Nutrition and Food Services
Rafael Ornstein, Psychiatry
Krystyna Orzepowska, Health Information Services
Deborah Osgood-Hynes, Psychiatry
Fareeda Osman, Laboratory of Computer Science
Stephen Otto, Pharmacy
Donna Palazzi, Main Operating Room
Joanne Parhiala, Nursing
Roberto Parial, Operating Room Administration
Stephen Patterson, Health Information Services
Denise Pearson, Transplantation Biology Research Center
Alessandra Peccei, Obstetrics and Gynecology Service
Pablo Perez, Operating Room Administration
Elisabeth Perillo, Nursing
Dana Perry, Nursing
William Peterson, Health Information Services
Supron Phasang, Nursing
Carole Philippe, Nutrition and Food Services
Marie Philippe, Clinical Pathology
Katherine Phillips, Physical Therapy Services
Robert Pina, Buildings and Grounds
Cheryl Pires-Taylor, Gastrointestinal Unit
Brigitte Poncele, Radiology
Salvador Portillo, Environmental Services
Leslie Portney, MGH Institute of Health Professions
Patricia Powell, Hematology / Oncology Unit
Christine Power, Radiation Oncology
Jean Price, Endoscopy Center
Wydotte Price, Nutrition and Food Services
Michelle Puopolo, Radiology
Lori Pyburn, Main Operating Room
Pamela Quinn, Emergency Services
Hassan Raoui, Professional Billing Office
Veronica Ravnikar, Obstetrics and Gynecology Service
Tina Regan-Harrington, Nursing
Robert Reifsnyder, Psychiatry
Nieves Reyes, Materials Management
Socorro Reyes, Operating Room Administration
Maria Rico, Clinical Support Systems
Saintelie Rigaud, Nursing
Susanna Riola, North End HealthCare Center
Lisa Rodriguez, Chemistry
Petronila Rodriguez, Environmental Services
Diane Sheehan, Orthopædics
Inna Shepsis, Pathology
Carole-Ann Sheridan, Nursing
Leslie Shinobu, Neurology
Ella Shuster, Pathology
Ann Shyr, Immunology
Maria Silva, Bulfinch Medical Group
Daniel Silverstone, Radiology
Kathryn Smith, Main Operating Room
Florence Solari, Nursing
Daniela Soltisova, Cytogenetics
Alma Sorensen, Radiology
Karen Spencer, Emergency Services
Richard Sproul, Biomedical Engineering

Adelbert Ames III, MD

Adelbert Ames, MD, had his first association with the MGH almost 85 years ago when he was born in the Phillips House Feb. 25, 1921. He was raised in Hanover, NH, and came to Boston to attend Harvard College and later Harvard Medical School. He completed his internship and residency in internal medicine at the Presbyterian Hospital in New York City. From 1955 to 1970, Ames served as the Rockwell Levy Associate Biochemist in the Department of Neurosurgery and has served as neurophysiologist for that same department since 1970. During the 1960s and 1970s, he was active with several MGH committees, serving as the assistant to the General Director of the MGH for Research and Education from 1961 to 1963, and chairman of the Committee on Senior and Non-Clinical Appointments from 1973 to 1977. As one of the first basic scientists to work in a clinical department at the MGH, the majority of his time was spent doing hands-on work in small laboratories on problems relating chemistry to function in the central nervous system. While he is no longer active in the laboratory, he continues to discuss research problems with younger investigators and reviews articles submitted to biomedical journals.

Guy Rordorf, Neurology
Leonard Rubin, Medicine
Stephen Russell, Nutrition and Food Services
Bernadette Ryan, Professional Billing Office
Kamil Said, Main Operating Room
Marie Saint-Juste, Nutrition and Food Services
Celeste Sanborn, Anesthesia
Ian Sanderson, Pediatric Service
Bruce Sands, Medicine
Almut Sarkisianz, Medicine
Mary Sauk, Nursing
Janet Saunders, Health Information Services
Ernestina Schipani, Medicine
Richard Schrenker, Biomedical Engineering
Khadija Scott, Clinical Pathology
Diane Severini, Radiology
Susan Seward, Medicine
Monica Stobbs, Nursing
Joan Stoler, Pediatric Service
Larry Strasburger, Psychiatry
Patricia Sullivan, MGH Institute of Health Professions
Megan Sykes, Surgery
Zbigniew Szczepiorkowski, Pathology
Nancy Tan, Nursing
Rudolph Tanzi, Neurology
Ana Tapanes, Radiology
Lauren Taylor, Nursing
Cheryl Thompson, Nursing
Electa Thompson, Nursing
Angela Thurmond, Nutrition and Food Services
Adele Tirella, Blood Transfusion Service
Kathleen Tivnan, MGH Everett Family Care
Carmela Tringali, Anesthesia
Li Tso, Medicine
Shelley Turok, Trauma and Burns Service

Peggy Ueda, Bulfinch Temporary Services
Maria Urciuoli, North End HealthCare Center
Donna Vankleeck, Preadmission Clinic
Suzzanne Vass, Nursing
Bernadett Vijayakanthan, Clinical Support Systems
Judith Wainwright, Nursing
May Wakamatsu, Obstetrics and Gynecology Service
Deborah Wald, Pediatric Service
Elizabeth Walker-Corkery, Medicine
Paulette Wallace, Preadmission Clinic
Lorraine Walsh, Nursing
Rhonda Watler-Young, The Center for Integration of Medicine and Innovative Technology

Lourdes Almendras, Operating Room Administration
Rose Alsheimer, Rheumatology & Allergy Associates
Maryanne Andersen, Radiology
Keith Antonangeli, Main Operating Room
Janet Antonioni, Pediatric Service
Theresa Antonuccio, Radiology
John Araujo, Environmental Services
Debra Armstrong, Surgical Oncology
Tara Arsenault, Back Bay Health Center
Alexander Asch, Pediatric Service
Patricia Atkins, Nursing
Widad Ayad, Bulfinch Temporary Services
Shannon Babbitt, General Store

Lionelle D. Wells, MD

Lionelle D. Wells, MD, has made significant contributions to the MGH's Department of Psychiatry. Wells graduated from the Medical University of South Carolina in 1945 and completed his postgraduate degree at the Boston Psychoanalytic Society & Institute in 1960. His first role at the MGH was clinical associate in Psychiatry in 1955. He held that role until 1968 when he became assistant professor in Psychiatry. Over the years, he has played an integral part in the teaching of medical students and the training and supervising of residents. He also was active on the steering committee for the Department of Psychiatry during the 1960s and 1970s. His academic appointments include instructor of Psychiatry at the MGH from 1955 to 1969; clinical instructor in Psychiatry for Harvard Medical School (HMS) from 1969 to 1978; and assistant clinical professor of Psychiatry at HMS from 1978 to 1993. In 2003, the American Psychiatric Association honored Wells with the Distinguished Life Fellow Award.

Lawrence White, Radiology
Christine Williams, Nursing
Winfred Williams, Medicine
Brian Wilson, Dermatology
Samuel Wilson, Medicine
Wolff Winslow, Pharmacy
Joanne Wohler, Main Operating Room
Karen Wolf, MGH Institute of Health Professions
Lisa Wollman, Anesthesia
Wing Wong, Molecular Biology
Edward Wright, Main Operating Room
Jo-Ann Yargeau, Nursing
Gerasimos Zervos, Medicine
Xian-Feng Zhang, Medicine
Seymour Zimbler, Orthopædics
Julie Zydel, Nursing

For Ten Years

Annah Abrams, Psychiatry
Kathy Adams, Nursing
Gerhardt Adjorlolo, Bulfinch Temporary Services
Angela Agard, Nursing

Juan Badillo, Nursing
Victoria Baldasarre, Nursing
Jaime Ballesteros, Obstetrics and Gynecology Service
Christine Bandera, Nursing
Maria Barbosa, Nursing
Frederick Barker, Neurosurgery
Jacqueline Barrera, Radiology
Maria Barros, Nursing
Andrew Baumel, Pediatric Service
Kathleen Bazazi, General Store
Barbara Beardslee, Psychiatry
Paula Benard, Cardiology Division
Marianne Beninato, MGH Institute of Health Professions
Maria Benitez, Chelsea HealthCare Center
Jennifer Bernard, Nursing
Elizabeth Bernardo, Transplantation Biology Research Center
Julia Bertram, Reading Disabilities Department
Brenda Biggins, Nursing
Tara Bird Harvey, Nursing
Mary Birmingham, Cardiology Division

Stephanie Bogues, Professional Billing Office
David Bor, Medicine
Beata Borowa, Endocrine Unit
Suzanne Botelho, Nursing
Carmen Botta, Radiology
Kellie Boudreau, Bulfinch Temporary Services
Dorothy Bowers, Nursing
Christina Brady, Nursing
Christian Brander, Medicine
Haydee Brandt, Chemistry
Eugene Braunwald, Medicine
Annette Brien, Medicine
Susan Briggs, Bulfinch Medical Group
Joann Brooks, MGH Institute of Health Professions
Arthur Brown, Radiology
Peter Brown, Pathology
John Brusch, Medicine
Glenn Bunting, MGH Institute of Health Professions
Patricia Buradagunta, Nursing
Stephen Burnham, MGH Transportation Services
Marianne Burns, Nursing
Maria Cabral, Nursing
Jocelina Cardosa, Nursing
Nadia Carlesso, Medicine
Suzanne Carlow, Neurology
Natalya Carney, Nursing
Denise Carr, Nursing
Jennifer Carr, Nursing
Maureen Carrigan, Nursing
Susan Carver, Nursing
David Casavant, Pediatric Service
Carol Cashman, Bulfinch Temporary Services
Lorraine Castaldo, Nutrition and Food Services
Davi-Ellen Chabner, MGH Institute of Health Professions
Bruce Chabner, Medicine
Judith Chicco, Nursing
Tim Chilcott, Emergency Services
Gail Chin, Geriatric Medical Unit
Hyon-Kyoo Choi, Medicine
Ung-Il Chung, Medicine
Nancy Cibotti-Granof, Medicine
Katherine Clair-Hayes, Social Services
Dawn Clark, Nursing
Jeffrey Clark, Medicine
Kelly Clark, Anesthesia
Marie Classon, Medicine
Joanne Clausen, Clinical Care Management Unit
Shauna Coccoli, Nursing
Kenneth Cohen, Medicine
Melissa Cohen, GI Research
John Collier, Radiation Oncology
Patricia Connors, Nursing
Rose Cornely, Environmental Services
Deodato Costa, Environmental Services
Janice Costello, Radiology
Michele Courtright, Neurology
Dawn Crescitelli, Nursing
Hugh Curtin, Radiology
Marilyn Daly Nicolosi, Medicine
Meredith Dance, Clinical Care Management Unit
Alex Davie, Cardiology Division
Elizabeth Decosta, Nursing
Julie Deligiannides, Bulfinch Medical Group
Kim Deltano, Obstetrics and Gynecology Service

Gina Delvalle, Nursing
Linda Devaux, Patient Care Services
Julia Dewdney, Molecular Biology
Anne Marie Dewey, Nursing
Scott Dickinson, Nursing
Felya Dobchis, Professional Billing Office
Marie Doland, Surgery
Elizabeth Doran, Surgery
Debra Doroni, Surgery
Danielle Doucette, Respiratory Care Services
Peter Dowling, Clinical Care Management Unit
Patricia Doyle, MGH Institute of Health Professions
Iain Drummond, Medicine
Thaddeus Dryja, Pathology
Zhenfeng Duan, Medicine
Marie Dumornay, Nursing
Peter Dunn, Anesthesia
Linda Duska, Obstetrics and Gynecology Service
Steven Ellison, Cardiology Division
Angel Encarnacion, Environmental Services
Todd Erceg, Renal Unit
Kerin Erickson, Nursing
Anne Evins, Psychiatry
R. Alan Ezekowitz, Pediatric Service
Barbara Fee, Surgery
Brian Fernandes, Radiology
Sharon Ffrench, Pharmacy
Stacey Finklea, Cardiology Division
Catherine Fitzgerald, Microbiology
Scott Fitzgerald, Buildings and Grounds
Rhonda Fogle, Pediatric Service
Mary Ann Foley, Nursing
Minami Foley, Nursing
Jennifer Forest, Radiology
Nichola Forrester, Medicine
Jonathan Francis, Neurology
Charles Freeman, Main Operating Room
Seishiro Fujii, Dermatology
Karen Furie, Neurology
Linda Gakpo, Bulfinch Temporary Services
Janice Galvin, Emergency Services
Bruce Gentile, Nursing
Susan Gill, Nursing
Michael Gillette, Medicine
Maxine Glazer, Main Operating Room
Deborah Glotzer, Pediatric Service
Julianne Glowacki, Oral and Maxillofacial Surgery
Melissa Goode, Hematology/Oncology Unit
Antonio Granfone, Medicine
David Greer, Neurology
Carole Griffin, Emergency Services
Kathleen Grimes, MGH Institute of Health Professions
Myriam Grosso, Volunteer Services
Janice Guglielmi, Biomedical Engineering
Claus Hamann, Medicine
Diane Hamilton, Blood Transfusion Service
Rita Haney, Physicians Compensation
Mukesh Harisinghani, Radiology
Robert Harris, Medicine
Douglas Hayden, Biostatistics Center
Shanee Haynes, Infectious Disease Unit
James Heffernan, Massachusetts General Physicians Organization
Sophana Hem, Hematology/Oncology Unit

Francine Hennessey, Pediatric Service
Carmen Hernandez, Health Information Services
Sandra Hill, Orthopædics
Margaret Houghton, Chelsea HealthCare Center
Cindy Hoyer, Anesthesia
Christene Huang, Surgery
Xudong Huang, Psychiatry
Eileen Hughes, Clinical Care Management Unit
Matthew Hutter, Surgery
Susan Iannacone, Main Operating Room
Roger Jenkins, Surgery
Hadine Joffe, Psychiatry
Margie Johnson, Nursing
Richard Jonas, Surgery
Austin Jordan, Buildings and Grounds
Terry Jordan, Pathology
Ferdinand Jose, Nursing
Viala Joseph, Nursing
Stephen Joyce, Nursing
Rosemary Judge, Office of Student Affairs
Nancy Kacoyanis, Bulfinch Temporary Services
Jason Kaffaga, Nursing
Denise Kallis, Anesthesia
Charles Kawada, Obstetrics and Gynecology Service
Joanne Kelley, Obstetrics and Gynecology Service
Damaris Kenny-Beaumont, Main Operating Room
Joanie Kirby, Revere HealthCare Center
Robert Kittredge, Medicine
Aimee Klein, MGH Institute of Health Professions
Dicken Ko, Surgery
Shashidhar Kollipara, Radiation Oncology
Katsumi Komatsuzaki, Pediatric Service
Nicole Kontos, Psychiatry
Ellen Kornell, AIDS Research Center
Sergey Kozin, Radiation Oncology
Heather Kuberski, Hematology/Oncology Unit
Denise Laforteza, Hematology/Oncology Unit
Barbara Lakatos, Nursing
George Lambert, Materials Management
Christine Landry, Emergency Services
Ruth Lavoie, Main Operating Room
Kin Lee, Chemistry
Susanna Lee, Radiology
James Lemieux, Radiology
Ilia Lepores, Nursing
David Levin, Cardiology Division
Elina Levin, Laboratory of Computer Science
Ling Li, Cardiology Division
Herbert Lin, Medicine
William Lloyd, Medicine
Lei Lu, Pediatric Service
Naifang Lu, Molecular Biology
Nancy Lum, Biomedical Engineering
Mitchell Mabardi, Ambassadors
Kenneth MacAfee, Oral and Maxillofacial Surgery
Julie Macgrath, Nursing
Colleen Mackesey, Anesthesia
Heather Mackesy, Nursing
Helen Maclean, Bulfinch Temporary Services
Marilyn Macleod, Medicine
Sandra Major, Nursing
Sheila Mallette, Chemistry
Patricia Manning, Nursing
Humaine Marcellus, Nursing
Marie Marcucci, GI Research
Linda Margolis, Bulfinch Temporary Services
Maria Marrero, Nursing
Nancy Marttila, President's Office
Rose Marujo, Hematology/Oncology Unit
Nancy Matesanz, MGH Institute of Health Professions
Takashi Matsui, Medicine
David McAllister, Radiology
Deborah McCarthy, Nursing
Roseann McClory, Nursing
Laura McComb-Murray, Neurology
Cynthia McDermott, MGH Institute of Health Professions
Lisa McDonough, Radiology
Suzanne McGarrell, Nursing
Janice McKinnon-Heavey, Nutrition and Food Services
Mary McNaughton-Collins, Medicine
Iris McNulty, Cardiology Division
David Medoff, Psychiatry
Luis Melendez, Anesthesia
Donna Merenda, Chemistry
Mary Merrett, Chelsea HealthCare Center
Karen Miller, Medicine
Kenneth Minaker, Medicine
David Mischoulon, Psychiatry
Ganeshwaran Mochida, Neurology
Francine Molay, Psychiatry
Mark Morales, Buildings and Grounds
Helen Marie Morton, Environmental Services
Lucinda Morton, Nursing
Lynn Moulton, Endocrine Unit
Joia Mukherjee, Pediatric Service
Orhun Muratoglu, Orthopædics
Erin Murphy, Pediatric Service
Laura Mylott, Clinical and Professional Development
Mary Grace Neal, Neurology
Michael Neville, Parking & Commuter Services
Mai Nguyen, Interpreter Services
Vinh Nguyen, Nursing
Boris Nikolic, Medicine
Donna Nimec, Physical Medicine and Rehabilitation
Stephen Nishiyama, Pediatric Service
Cary Noyes, Materials Management
Linda Oates, Bulfinch Temporary Services
Eileen O'Brien, MGH Community Health Associates
Etsuro Ogata, Medicine
Catherine O'Hagan, Massachusetts General Physicians Organization
Bernadette O'Neill, Main Operating Room
Amy Orroth, Occupational Therapy
Susan O'Sullivan, Nursing
Peter Page, Parking & Commuter Services
Helen Palmer, Nursing
Edward Papalegis, Nursing
Mark Parks, Orthopædics
Yvonne Parr, Obstetrics and Gynecology Service
Karen Parsons, Nursing
Karin Pearson, Bulfinch Temporary Services
Linda Penza, Professional Billing Office
Celeste Peters, Information Ambassador
Valery Petit-Ton, Anesthesia
Tammy Pham, Radiology
Rose-Laure Pierre, Health Information Services
Meredith Pitzi, Nursing
Andrea Plati, Hematology/Oncology Unit
Brian Pogue, Dermatology
Evan Porter, North End Community HealthCare Center
Stephenie Pusti, Nursing
Diane Qualters, Rheumatology & Allergy Associates
Joan Quinlan, Primary Care Administration
Daniel Raemer, Anesthesia
Gina Raffa, Revere HealthCare Center
Clifton Ramkissoon, Materials Management
Jean Rappoli, Nursing
Diane Ratner, Nursing
Neviana Raykov, Pediatric Service
Andrea Reilly, Medicine
Joanne Riley, Nursing
Laura Riley, Obstetrics and Gynecology Service
Maria Riley, Main Operating Room
Allison Rimm, President's Office
Gloria Rivas Rivera, Chelsea HealthCare Center
Manuel Rivera, Environmental Services
Elisabeth Robinson, Psychiatry
Ruthann Rockwell Looper, Nursing
Marisol Rodriguez, Orthopædics
Michelle Woods Rogers, Nursing
Carmen Roman, Internal Medicine
Elizabeth Rooney, Nursing
Eric Rosenberg, Pathology
Patricia Rossi, Radiology
Deborah Routhier, Police and Security
Kathleen Ryan, Nursing
Marc Sabatine, Medicine
Danielle Salgueiro, Nursing
Nadine Salomon, Nursing
Catherine Saltalamacchia, Radiology
Maria Sanchez, Cardiology Division
Warren Sandberg, Anesthesia
David Scadden, Medicine
Donna Scarborough, Biomotion Laboratory
Lillian Scarlata, Nutrition and Food Services
Steven Schlozman, Psychiatry
Ulrich Schmidt, Anesthesia
Alan Schweitzer, Radiology
Kathleen Selleck, Nursing
Nikolay Sergeyev, Radiology
Stanley Shaw, Medicine
Kathleen Shea, Cancer Center
Thomas Shipp, Obstetrics and Gynecology Service
Yisrael Sidis, Medicine
Ellen Sigman, Pediatric Service
Katherine Simmonds, MGH Institute of Health Professions
Aneesh Singhal, Neurology
Toneah Skepple, Nursing
Kathleen Slazik, Gastrointestinal Unit
Kimberly Sola, Nursing
Nikolaos Soukos, Dermatology
Angelea Spadafora, Nursing
Jennifer Spargo, North End HealthCare Center
Renee Sperber, Psychiatry
Stephen Spring, Anesthesia
Nancy Stackhouse, Radiology
Barbara Steiner, Medicine
Linda Steiner, MGH Institute of Health Professions
Anat Stemmer-Rachamimov, Pathology
Gregory Stephanopoulos, Surgery
Patricia Stevens, Medicine
Margaret Stewart, Nursing
Michael Stone, Nutrition and Food Services
Stephanie Strojny, Nursing
Anya Stroud, Nursing
Constance Stubbs, Clinical Research Program
Takashi Sugimori, Medicine
Jeffrey Supko, Medicine
Susan Symes, Cancer Center
Mimi Tao, Microbiology
Yves Target, Main Operating Room
Hue Thai, Operating Room Administration
Lisa Thistle, MGH Everett Family Care
Suzanne Thomas, Biomedical Engineering
Jonathan Tilly, Obstetrics and Gynecology Service
Maryann Toney, Nursing
Tracy Torres, Radiology
Elaine Tosto, Cardiology Division
Chhana Tous, Revere HealthCare Center
Susan Tower, Nursing
Carol Tripoli, Infectious Disease Unit
Darlene Troisi, Admitting Services
Triem Truong, Operating Room Administration
Sandy Tsao, Dermatology
Thomas Tulk, Parking & Commuter Services
Deborah Upton, Vascular Lab Administration
Marilyn Valles, Nursing
Ann Vance, Environmental Services
Donald Vigorito, Buildings and Grounds
Adele Viguera, Psychiatry
Sandra Visocchi, Oral and Maxillofacial Surgery
Anna Vouros, Medicine
Quynh Vu, Pathology
Barbara Walsh, Nursing
Daniel White, Emergency Services
F. Sabine Wilhelm, Psychiatry
Sofia Willis, Physical Therapy Services
Jennifer Wilson, Anesthesia
Richard Winickoff, Medicine
Penny Woo, Radiation Oncology
Donna Wren, Pediatric Service
Nancy Wyman, Anesthesia
Shingo Yasuhara, Anesthesia
Albert Yeung, Psychiatry
Danita Yoerger, Medicine
Linda Younie, Nursing
Serafima Zaltsman, Cardiology Division
Deborah Zelen, Hematology/Oncology Unit
Guiling Zhao, Transplantation Biology Research Center
Qi Zhu, Environmental Services
Beatrice Zimmer, Social Services
Marie Zona, Radiology

For Five Years

Gregory Abel, Medicine
Kirk Abrahams, Health Information Services
Jeremy Abramson, Medicine
Harutsugi Abukawa, Oral and Maxillofacial Surgery
Sonia Acevedo, Chelsea HealthCare Center
Jay Afrow, Oral and Maxillofacial Surgery
Manish Aghi, Neurosurgery
Freddy Aguirre, Materials Management
Seppo Ahlfors, Radiology
Naseem Ahmed, Pediatric Service
Dorothy Aiello, Nursing
Andrew Allchorne, Anesthesia
Adriano Almeida, Environmental Services
Victoria Almodovar, Blood Transfusion Service
Anne Althausen, Obstetrics and Gynecology Service
Maria Alupay, Nursing
Maria Alves, Nursing
Rosa Alvizures, Bulfinch Temporary Services
Nalini Ambady, Psychiatry
Najia Amiri, Cardiology Division
Ramin Amirnovin, Neurosurgery
Lori Andersen, Pediatric Service
Fausta Anderson, Research Management
Lucia Andrade, Nursing
Zenaida Andrade, Research Management
Lainie Andrew, Psychiatry
Jonathan Andrews, Cardiology Division
Tyra Andrews, Medicine
Georges Antoine, Environmental Services
Michail Antonopoulos, Main Operating Room
Nora Arango, Revere HealthCare Center
Aldina Araujo, Environmental Services
Crystal Araujo, Transplantation Biology Research Center
Alexy Arauz, Pediatric Service
Joyce Armstrong, Hematology/Oncology Unit
Andrea Aronson, Emergency Services
Paul Arpino, Pharmacy
Jorge Arroyo, Surgery
Ronald Ash, Neurosurgery
Stephanie Athanasoulas, Medicine
Dmitriy Atochin, Medicine
Robert Aube, Materials Management
Jennifer Augustin, General Store
Gilija Aukstikalnis, Radiation Oncology
Jurate Aukstikalnis, Gastrointestinal Unit
Oscar Avendano, Environmental Services
Lily Awad, Psychiatry
Leslie Bailey, Massachusetts General Physicians Organization
Lynda Baiungo, Nursing
Ednan Bajwa, Medicine
Bettina Bankier, Psychiatry
Octavia Bannis, Nursing
Deanna Banyai, Nursing
Robert Banzett, Medicine
Lynda Banzi, Radiology
Francisca Barbosa, Research Management
Andrea Barboza, Speech/Language Pathology
Dorothy Barclay, Nursing
Brian Baril, Biomedical Engineering
Nicole Barry, Cancer Center
Janet Bartholomew, Reading Disabilities Department
Karen Basile, Bulfinch Temporary Services
Jesse Beaham, Clinical Support Systems
Laura Beasley-Topliffe, Pediatric Service
Edaniel Beauplant, Interpreter Services
Keri Beaver, Main Operating Room
Judith Becker, Pediatric Service
Ronen Beeri, Medicine
Melissa Belkin, Social Services
Stephen Bell, Molecular Biology
Edward Belmar, Main Operating Room
Melissa Bender, Medicine
Henry Benoit, Respiratory Care Services
Leigh Bento, Nursing
Irma Beraud, Nutrition and Food Services
Hagos Berhane, Parking & Commuter Services
Richard Bertucci, Cardiology Division
Amanda Berube, Anesthesia
Carolann Best, General Store
Sankha Bhowmick, Surgery
David Bianco, Buildings and Grounds
Karen Bielecki, Nursing
Lisa Bigwood, Mass General West Medical Group
Andrew Binks, Radiology
Erin Bisesti, Nursing
Brenda Black, Pediatric Service
Lauren Black, MGPO Customer Service
Randie Black-Schaffer, Physical Medicine and Rehabilitation
Michael Blake, Radiology
Nicolette Blanco, Cardiology Division
Julia Blas, Research Management
Beverly Blaske, Radiology
Magalis Bodwell, Chelsea HealthCare Center
Joanne Borg-Stein, Physical Medicine and Rehabilitation
Judith Borsody, Radiology
Renee Boudreau, Charlestown HealthCare Center
Mabrouk Boukraa, Radiology
Cheri Boulanger, Pediatric Service
Marie Bourjolly, North End HealthCare Center
Lisa Bouvier, Emergency Services
Ryan Boxill, Psychiatry
Melissa Boyd, Main Operating Room
Elena Brachtel, Pathology
Michael Branconnier, Nursing
John Branda, Pathology
Lynda Brandt, Nursing
Timothy Brauns, The Center for Integration of Medicine and Innovative Technology
Patrick Brennan, Physical Medicine and Rehabilitation
Barbara Brien, Nursing
Paul Brigandi, Bulfinch Temporary Services
Jennifer Bronsdon, Revere HealthCare Center
Nicole Brousaides, Pathology
Florence Brown, Nursing
Jamie Brown, Bulfinch Temporary Services
Joann Brown, Obstetrics and Gynecology Service
Thomas Brown, Professional Billing Office
Kristen Browne, Nursing
Mark Bryand, Clinical Care Management Unit
Linda Buchanan, Charlestown HealthCare Center
Joseph Buckley, Professional Billing Office
Dawn-Marie Budgell, Radiology
Edward Bulman, Pediatric Service
Michele Burgener, Medicine
Joann Burke, Nursing
Kellie Burke, Neurology
Sharran Burney, Cardiology Division
Elaine Burns, AIDS Research Center
Wendy Burroughs, Physical Therapy Services
Steven Burt, Police and Security
Evelina Busa, Radiology
Nicolas Busaba, Surgery
Jeffrey Bussiere, Respiratory Care Services
Shawna Butler, Nursing
Angela Byers, Psychiatry
Maureen Byrne, Nursing
Lyell Cadet, Bulfinch Temporary Services
Lisa Cadogan, Nursing
Michelle Cafua, Professional Billing Office
Linda Cahill, MGH Institute of Health Professions
Kristin Calheno, Nursing
Janet Callahan, Physical Therapy Services
Patricia Callahan, Treadwell Library
Kerry Campbell, Nursing
Penelope Campbell, AIDS Research Center
Barbara Canada, Revere HealthCare Center
Jocelyn Canlas, Nursing
Ippolita Cantuti-Castelvetri, Neurology
Kevin Caples, Nutrition and Food Services
Paula Carbone, Chemistry
Kelly Carden, Medicine
Ana Cardoso, Environmental Services
Antonio Cardoso, Chemistry
Ruth Cardoso, Environmental Services
Cynthia Carlson, Emergency Services
Francisco Caro Jr., Nursing
Catherine Carpenter, Nursing
Jo Carpineto, Internal Medicine
Erin Carroll, Emergency Services
Kathleen Carroll, MGH Vascular Center
Tracy Casey, Surgery
William Casey, Radiology
Sydney Cash, Neurology
Lucille Catalano, Revere HealthCare Center
Melissa Catone, Nursing
Jill Cavanagh, Dermatology
Yvette Chappell, Nursing
Monic Chardin, Medicine
Frederique Charles, Materials Management
Rony Charles, Chemistry
Noemi Chavez, Radiology
Annabel Chen, Medicine
Jiqiu Chen, Medicine
John Chen, Radiology
Lucy Chen, Anesthesia
Wenliang Chen, Surgery
Silvia Chiang, Interpreter Services
Nancy Chin, Pharmacy
Heather Chisholm, Nursing
Hovig Chitilian, Anesthesia
Michael Choi, Medicine
Anne Chosak, Psychiatry
Edwin Choy, Medicine
Shanna Christina, Nursing
Amy Christmas, Surgical Oncology
Kristina Ciesielski, Radiology
Virginia Clarke, Neurology
Harold Clavijo, Environmental Services
Allen Clermont, Bulfinch Temporary Services
Lydia Cleveland, Radiology
Elena Clifford, Emergency Services
Jeffrey Cobleigh, Radiology
Olga Cobozeva, Health Information Services
Thomas Cochran, Surgery
Cyrlene Codrington, Nursing
Audrey Cohen, Speech/Language Pathology
David Cohen, Radiology
Sara Collamore, Physical Therapy Services
Shannon Collina, Emergency Services
Kathleen Collins, Professional Billing Office
Heather Colmore, Development and Major Gifts
Angel Colon, Environmental Services
Luz Colon, Main Operating Room
Cindy Como, Bulfinch Temporary Services
Janice Concannon, Weight Center
Nancy Connery, Admitting Services
Jennifer Connors, Nursing
Lori Connors, Radiation Safety
Dympna Considine, Nursing
Yvonne Cooper, Pathology
Suzanne Corkin, Radiology
Kathryn Coser, Hematology/Oncology Unit
Elizabeth Cote, Development and Major Gifts
Susan Cotman, Neurology
Maria Cotto, Internal Medicine
Janice Coulter, Neurology
Courtney Craig, Obstetrics and Gynecology Service
Harriet Crary, North End HealthCare Center
Lucia Croce, Nutrition and Food Services
Nicole Croteau, Nursing
Christina Crowe, Nursing
Joao Cruz, Environmental Services
Ramona Cruz, Health Information Services
Sylvia Curry, Medicine
James Cusack, Surgery
Raynold Cyrille, Materials Management
Joseph Czarnecki, Orthopædics
Susan Czernicka, Psychiatry
Karen D'Amato, MGH Referal Registration Center
Muoi Dang, Health Information Services
Dany Daniel, Materials Management
Helen D'Arceuil, Radiology
Christine Darosa, Environmental Services
Saumya Das, Medicine
Nicolas DaSilva, Medicine
Lalita Davis, Radiology
Cristina De La Rosa, Nursing
Ruth De Leon, Chelsea HealthCare Center
Joseph Decola, Buildings and Grounds
Kathryn DeCoste, Blood Transfusion Service
Alexander deCrespigny, Radiology

Cheryl Dee, Nursing
Maria Del Rosario, Nutrition and Food Services
Awilda Del Valle, Nursing
Aymin Delgado, Pediatric Service
Helen Delichatsios, Medicine
AnnaMarie DeLisia, Bulfinch Temporary Services
Melissa Delisle, Nursing
Maria Delvalle, Social Services
Iliovere Demosthene, Environmental Services
Dale Dennen, Cardiology Division
John Denninger, Psychiatry
Karen Dent, Orthopædics
Aida DePina, Nursing
Antonio Depina, Environmental Services
Pedro Depina, Environmental Services
Karen Derosa, North End HealthCare Center
Karen Dervin, Radiology
Andrea DeSantis, Pediatric Service
Daniel Deschler, Surgery
Pytoise Despagne, Nursing
Bimalangshu Dey, Medicine
Georgia Dey, Nursing
Bileysi Diaz, Health Information Services
Allitia DiBernardo, Neurology
Bradford Dickerson, Neurology
Kristy Dickinson, Nursing
Andrew Diener, Molecular Biology
Carolyn DiMaggio, Nursing
Adriana Dionigi, Pathology
Marlena Dipre, Emergency Services
Nancy Ditullio, Radiation Oncology
Jerrye Dobyns, Preadmission Clinic
Alicia Doherty, Neurosurgery
Eileen Doherty, Nursing
Andrea Dolezal, Reading Disabilities Department
Ibrahim Domian, Medicine
Susan Don, Main Operating Room
Anne Donovan, Internal Medicine
Robert Dorman, Physical Therapy Services
Marie Doucet, Emergency Services
Lofflin Downie, Health Information Services
Mugurel Draghia, Operating Room Administration
Ella Dragileva, Gusella Group
Margaret Drake, Cardiology Division
Thomas Drake, Clinical and Professional Development
Madeleine Drop, Psychiatry
Gail Dudley, Psychiatry
David Duffy, Police and Security
John Dufresne, Treadwell Library
Paula Duncan, North End HealthCare Center
Debra Dunkless, General Clinical Research Center
Noel Duplessis, Nursing
Jennie D'Urbano, Orthopædics
Andrew Dwyer, Medicine
Jessica Dwyer, Gastrointestinal Unit
William Dwyer, Pediatric Service
Leanne Dykens, Bulfinch Temporary Services
Daisy Eamma, Emergency Services
Rona Earl, Nursing
Susannah Earle, Emergency Services
Judith Edersheim, Psychiatry
Josephine Egan, Medicine
Rachida El-Abassi, Nursing
Ahmed El-Ghandour, Interpreter Services
Nejoua Elhirech, Nursing
Katherine Eliot, Nutrition and Food Services
Jean Elysse, Cardiology Division
Srey Em, Revere HealthCare Center
Holley Engel, Nursing
Sam Engelstad, Weight Center
Alfredo Escobar, Interpreter Services
Carmen Esquilin, Chelsea HealthCare Center
Adil Essebbar, Environmental Services
Sarah Estabrook, Nutrition and Food Services
Shallan Estrada, Nursing
Edna Eugene, Hematology/Oncology Unit
Brendan Everett, Medicine
Tracy Faherty, Nursing
Maryanne Fahey, Emergency Services
Douglas Fairbanks, Pathology
Jeanmarie Fallon, Nursing
Hua-Ying Fan, Molecular Biology
Amy Farabaugh, Psychiatry
Christopher Farmer, Cardiology Division
Shawn Farrell, Neurology
Kathleen Fay, Surgery
Margaret Feeney, Medicine
Ara Feinstein, Surgery
Adam Feldman, Urology
Lisa Feldman-Barrett, Psychiatry
Eva Felix, Pediatric Service
Stacy Ferguson, Surgery
Elyce Ferlito, Surgery
Maria Fernandes, Environmental Services
Maria Fernandes, Nursing
Edward Fidrocki, Oral and Maxillofacial Surgery
Michelle Fielding, Revere HealthCare Center
Bonnie Filicicchia, Nursing
Margaret Mary Finley, Nursing
Tamara Finley, Internal Medicine
Aloke Finn, Medicine
Janel Fitzgerald, Nursing
Christine Fitzpatrick, Emergency Services
Margaret Flaherty, Development and Major Gifts
Katharine Fleischmann, Anesthesia
Suzanne Fletcher, Hematology/Oncology Unit
Albert Floyd, MGH Transportation Services
Allen Flynn, Radiology
Jean Flynn, Obstetrics and Gynecology Service
Velma Forde, Main Operating Room
Maria Franceschini, Radiology
Alison Frand, Molecular Biology
Kenneth Freedberg, Medicine
Marion Freehan, Nursing
Andrew Freiberg, Orthopædics
Deanna Freitas, Obstetrics and Gynecology Service
Colleen Fritz, Nutrition and Food Services
Henning Gaissert, Surgery
Janet Galarza, Chelsea HealthCare Center
Alfredo Galavis, Materials Management
Maribel Galdo, Psychiatry
Lisa Gallagher, Physical Therapy Services
Cristy Galvin, Emergency Services
Mary Gamerman, Microbiology
Rajesh Gandhi, Medicine
Helen Garcia, Orthopædics
Jenni Garcia, Nursing
Patricia Gardner, Psychiatry
Paula Gardner, Admitting Services
Patricio Gargollo, Urology
Janika Gates, Obstetrics and Gynecology Service
Dennis Gaudet, Respiratory Care Services
Helena Gautreau, Patient Care Services
Aneita Gayle, Nursing
Thankam George, Nursing
Anna Georgiopoulos, Psychiatry
Michelet Germain, Emergency Services
Touria Ghoubache, Nursing
Cosmas Giallourakis, Medicine
Jack Gill, Dermatology
James Gilligan, General Store
Sean Gilligan, Obstetrics and Gynecology Service
Dennis Gillis, Orthopædics
Sonya Gillis, Neurology
Tammy Gillis, Gusella Group
Lynda Giovaniello, Nursing
Wolfram Goessling, Medicine
Raju Gohel, Chemistry
Wolfgang Goldmann, Medicine
Maria Gomes, Hematology/Oncology Unit
Pablo Gomez del Arco, Dermatology
Matilde Goncalves, Nursing
Quintino Goncalves, Materials Management
Gilbert Gonzales, Gillette Center for Women's Cancers
Suphemia Gonzales-Charles, Nutrition and Food Services
Hubert Gordon, Nutrition and Food Services
Cynthia Gougian, Surgery
Catherine Gouzoule, Nursing
Sharon Grace, Buildings and Grounds
Claudia Gragnoli, Medicine
Adriana Graham, Admitting Services
Felix Grajeda, Nursing
Loretta Granara, Charlestown HealthCare Center
Michael Graziano, Radiology
Daniel Greco, Dermatology
Loreta Grecu, Anesthesia
Erol Green, MGH Transportation Services
Penny Green, Professional Billing Office
Taneisha Green, Neurology
Alan Greenfield, Radiology
Marc Grella, Pediatric Service
Katherine Griffiths, Chelsea HealthCare Center
Nikolaus Grigorieff, Molecular Biology
Jennifer Griswold, Nursing
Steven Grondell, Nursing
Mark Grzybinski, Buildings and Grounds
Dax Guenther, Surgery
Samantha Gunawardene, Endocrine Unit
Ursula Gunther, Nursing
Diana Gutierrez, Materials Management
Ava Guytan, Nursing
Cheryl Hadri, Emergency Services
Donna Hagstrom, Medicine
Deborah Haley, Medicine
Maureen Hallett, Geriatric Medical Unit
Leslie Halpern, Oral and Maxillofacial Surgery
Azita Hamedani, Emergency Services
Pamela Hamilton, Clinical Care Management Unit
Jordan Hampton, Chelsea HealthCare Center
Rong Han, Dermatology
Long Hang, Medicine
Lauren Hanley, Obstetrics and Gynecology Service
Lamees Hanna, The Center for Integration of Medicine and Innovative Technology
Joseph Hannan, Medicine
Andrea Hansen, Hematology/Oncology Unit
Sean Hargrove, Operating Room Administration
Pamela Harlem, Radiology
Rebecca Harley, Psychiatry
Erin Harney, Pharmacy
Theresa Harpold, Psychiatry
Jenna Harris, Emergency Services
Charles Hart, Materials Management
Erin Hart, Orthopædics
Christopher Hartley, MGH Institute of Health Professions
Christian Haselgrove, Neurology
Barbara Hathaway, Bulfinch Temporary Services
Michelle Hazelwood, Social Services
Xiaoying He, Hematology/Oncology Unit
Patrick Healy, MGH Transportation Services
Deborah Heath-Maki, Development and Major Gifts
Edwin Heist, Medicine
Jacklyn Hemstreet, Radiology
Elizabeth Henderson, Emergency Services
Thomas Hennessy, Police and Security
Graciela Henriquez, Pediatric Service
Julia Henry-Coley, Nursing
Sharise Henson, Gillette Center for Women's Cancers
Shellyann Herry, Bulfinch Medical Group
Steven Hersch, Neurology
Suzanne Hickman, Rheumatology & Allergy Associates
Elizabeth Hidalgo, Chelsea HealthCare Center
Carmene Hileus, Environmental Services
Daria Hinz, Bulfinch Temporary Services
Rachel Hitt, Radiology
Leigh Hochberg, Neurology
Leaman Hodge, Radiology
Janice Hoffman, Dermatology
William Hoffman, Anesthesia
Margaret Holahan, Charlestown HealthCare Center
Michelle Holland, Nursing
Catherine Holley, Nursing
Linda Holley, Nursing
Tara Holmes, Molecular Biology
Jane Holt, Nursing
Susan Holuk, Nursing
Lori Hooley, Nursing
Sherry Horgan, Nursing
Carmen Horne, Charlestown HealthCare Center
Darry Horne, Hematology/Oncology Unit

Amy Horsman, Blood Transfusion Service
Mary Houghton, Anesthesia
Jennifer Hovsepian, Nursing
Amanda Howe, Microbiology
Chun-Pai Huang, Nutrition and Food Services
Edwin Huang, Obstetrics and Gynecology Service
Mary Huang, Pediatric Service
Peigen Huang, Radiation Oncology
Wade Huber, Pharmacy
Beverly Hudson, Hematology/Oncology Unit
Jeffery Huffman, Psychiatry
Nancy Huggins, Neurology
Kevin Hughes, Surgery
James Hunt, Parking & Commuter Services
Jingyung Hur, Medicine
Ebony Hurd, Mass General West Medical Group
Gregory Hurlbut, Hematology/Oncology Unit
Michael Hurwitz, Medicine
Christopher Hutchins, Professional Billing Office
Jennifer Hutchins, Microbiology
Khanh Huynh, Molecular Biology
Orlen Hyman, Nutrition and Food Services
Joan Ibeh, Nursing
Fatima Ibnoueddas, Chemistry
Othon Iliopoulos, Medicine
Lawrence Imuze, Radiology
Masaki Inada, Medicine
Erin Ingram, Nursing
Maria Inyang, Nursing
Alicia Jackson-Siry, Nursing
Tatjana Jakobs, Neurosurgery
Elena Jalloul, Pharmacy
Iutes James, Operating Room Administration
Ian Jamieson, Psychiatry
Robert Jancsy, Buildings and Grounds
Alma Janvier, Parking & Commuter Services
Lossa Julie Janvier, Parking & Commuter Services
Marie Janvier, Nursing
Gary Jasdzewski, Neurology
Marie Jean, Emergency Services
Marie Jean-Louis, Bulfinch Temporary Services
Joanne Jefferies, Nursing
Susan Jenkins, Professional Billing Office
Giselle Jestings, Chemistry
Steve Jiang, Radiation Oncology
Dennice Jimenez, MGH Institute of Health Professions
Loredana Jinga, Nursing
Roy Johnson, Radiology
Rebecca Johnston, Nursing
Jean Jonah, Physical Therapy Services
Christopher Jones, Cardiology Division
Courtney Jones, Nursing
Jerry Jones, Radiology
Diane Jordan, Bulfinch Temporary Services
Donna Jordan, Nursing
Rechele Jordow, Emergency Services
Daphnie Joseph, Bulfinch Temporary Services
Matelon Joseph, Nutrition and Food Services
Virginia Joseph, Main Operating Room
Evelyne Joseph-Noel, Emergency Services
Nadege Joseph-Vital, Nursing
Christine Julien-Blue, Bulfinch Temporary Services
Lisa Kachnic, Radiation Oncology
Linda Kafkas, Nursing
Amanda Kane, Nursing
Nancy Kanwisher, Radiology
Ann Kao, Medicine
Banu Karimi-Shah, Medicine
Andrew Karson, Medicine
Takafumi Katayama, Surgery
Adam Kayi, Environmental Services
Maryanne Kazanis, Dermatology
Honor Keegan, Patient Care Services
Erin Kelleher, Nursing
Elizabe Kelley-Coughlin, Nursing
Stephen Kelly, Police and Security
Audrey Kennedy, Pharmacy
Tara Kennedy, Bulfinch Temporary Services
Santosh Kesari, Neurology
Shahram Khoshbin, Neurology
Adama Khouma, Nursing
Ronald Killiany, Psychiatry
Eunhye Kim, Nursing
Steven Kim, Anesthesia
Mshiki Kimaro, Blood Transfusion Service
April Kimmel, Medicine
Brenda King, Pharmacy
Kathryn Knowles, Emergency Services
Florian Koci, Respiratory Care Services
Shohta Kodama, Medicine
Paul Konowitz, Surgery
Anna Korpak, Biostatistics Center
Deborah Krudop, Cardiology Division
Edelmira Kruger, Psychiatry
Kathryn Kryzanek, Nursing
Caroline Kuhlman, Hematology/Oncology Unit
Shaun Kunisaki, Surgery
Gary Kwan, Pharmacy
Thomas Kwiatkowski, Neurology
Joshua Kyondu, Pharmacy
Frantz Labossiere, Radiology
Debra Lacortiglia, Revere HealthCare Center
Marie Lafortune, Pharmacy
Elias Laham, Professional Billing Office
Jean Lahens, Nursing
Edward Lahey, Oral and Maxillofacial Surgery
Gwendolyn Lakes, Nursing
Kenneth Lamy, Professional Billing Office
Lan Lan, Pediatric Service
Mary Lane, Bulfinch Temporary Services
Nancy Larocque, Nursing
Lance Larsen, Medicine
Ilza Lau, Nursing
Gregory Lauwers, Pathology
Beverly Lavally Malley, Pediatric Service
David Lawlor, Surgery
Lynn Lawrence, Pediatric Service
Carolyn Leary, MGPO Customer Service
Christine Leary, Nursing
Darlene Leaston, Parking & Commuter Services
Jeffrey Leclair, Hematology/Oncology Unit
Christine Lee, Emergency Services
Thomas Lee, Medicine
Naomi Leeds, Medicine
Jesslyn Lemos, Nursing
Dimitri Leonidas, Pharmacy
Mary Lerret, Radiology
Marie Lesperance, Bulfinch Temporary Services
Sari-Anne Levanen, Radiology
Sarah Levenson, Kenneth B. Schwartz Center
Marci Levine, Oral and Maxillofacial Surgery
Rachel Levison, Bulfinch Temporary Services
Maryclare Lewis, Professional Billing Office
Kermelle Liautaud, Obstetrics and Gynecology Service
Yen-Shou Lin, Medicine
Karen Lincoln, Reading Disabilities Department
Michael Linshaw, Pediatric Service
Patricia Linton, Massachusetts General Physicians Organization
Leslie Lipkind, Dermatology
Susan Lipton, Social Services
Jing Liu, Radiology
Shan Liu, Emergency Services
Qing Liu-Michael, Neurology
Eleni Livieratos, Nursing
Carlos Loaiza, Chelsea HealthCare Center
Shpresa Loloci, Nutrition and Food Services
Laurie-Anne Lombard, Radiology
Daniel Lonergan, Nursing
Antonio Lopes, Environmental Services
Augusto Lopes, Environmental Services
Maia Lopes, Endoscopy Support Staff
Francoise Lormil, Nursing
Kristin Loucks, Professional Billing Office
Lauren Loughlin, Pediatric Service
Mark Lovich, Anesthesia
Mary Lucchesi, Revere HealthCare Center
Murielle Lucien, Mass General West Medical Group
Chenmei Luo, Radiation Research
Xiu Luo, Social Services
Dennis Lynch, Nutrition and Food Services
Maureen Lynch, Obstetrics and Gynecology Service
Diane Lyon, Nursing
Ellen Macdonald, MGH Institute of Health Policy
Bonnie Machado, General Store
Jennifer Mackey, MGH Institute of Health Professions
Kerrie Macomber, Nursing
Nadia Madkour, Parking & Commuter Services
Theresa Maggiore, Chelsea HealthCare Center
Sonia Magliocchetti, Massachusetts General Physicians Organization
Kerry Maher-Hnath, Nutrition and Food Services
Geoffrey Mahfuz, Bulfinch Temporary Services
Donna Mainey, Internal Medicine
Nicola Majchrzak, Medicine
Ho Yi Mak, Molecular Biology
Diana Maldonado, Chelsea HealthCare Center
Sara Maldonado, Environmental Services
Janine Malin, Radiology
Vladimir Malinovskiy, Vascular Lab Administration
Allison Mallett, Chemistry
Thomas Maloney, Pediatric Service
Janice Maloof, Nursing
Lucianne Mancuso, Bulfinch Temporary Services
Dara Manoach, Psychiatry
Moussa Mansour, Medicine
William Marasco, Radiology
Linda Mario, Radiation Oncology
Loretta Marioni, Pharmacy
Marina Marke, Radiology
Elise Marshalka, Nursing
Francesca Martelli, North End HealthCare Center
Ana Martin, Microbiology
Melissa Martin, Nutrition and Food Services
Robert Martin, Main Operating Room
Karen Martinez, Radiation Oncology
Lisa Martino, Materials Management
Karen Massa, Main Operating Room
John Massilon, Nursing
Travis Matheney, Orthopædics
Heidi Matthew, Respiratory Care Services
Benjamin Matthews, Pediatric Service
Cindy Matulewich, Physical Therapy Services
Adrian Maung, Surgery
Kimberlee Mazzone, Nursing
Nicole McAdam, Professional Billing Office
Elaine McCarthy, Professional Billing Office
Leanne McCarthy, Reading Disabilities Department
Mary McCarthy, Radiology
Nancy McCarthy, Nursing
Leroy McCarty, Orthopædics
Mary McCauley, Infectious Disease Unit
Alice McConville, Nursing
Katharyn McCormack, Emergency Services
Sean McCullough, Radiation Safety
Meghan McDonald, Emergency Services
Allison McDonough, Medicine
Coleman McDonough, Radiation Oncology
Erin McDonough, Nursing
Christine McGinley, Nursing
William McGoff, Buildings and Grounds
John McGrath, Radiation Oncology
Alyson McKay, Nursing
Sara McLeod, Psychiatry
Pamela McLeod, Radiology
Vanessa McMahon, Professional Billing Office
Thomas McNabb, Anesthesia
Lucy McNamara, Pharmacy
Sandrine Medeiros, Psychiatry
Tatiana Medina, Nutrition and Food Services
Nancy Medina, Nutrition and Food Services
Michael Medlock, Neurosurgery
Theofanie Mela, Medicine
Jeffrey Mello, Social Services
Maria Melo, Environmental Services
Lana Mendelsohn, Radiation Oncology
Isaac Mendelson, Bulfinch Temporary Services
Bernard Mendillo, Massachusetts General Physicians Organization
Michael Mercurio, Professional Billing Office
Rosita Mesina, Gillette Center for Women's Cancers

Susanne Meyer, Psychiatry
Jose Meza, Environmental Services
Yesenia Meza, Environmental Services
Mark Miceli, Nutrition and Food Services
Marc Michaelson, Medicine
Kellie Miller, Professional Billing Office
Sean Mills, Pathology
Mari Mino-Kenudson, Pathology
Jacqueline Miranda, Social Services
Maria Mody, Radiology
Saheeda Mohammed-Kelly, Nursing
Cindy Mohan, Nursing
Rosa Mojica, Chelsea HealthCare Center
Benjamin Molbert, Psychiatry
Janet Molina, Infection Control
William Monahan, Buildings and Grounds
Elba Montanez, Neurosurgery
Francisca Monteiro, Environmental Services
Neusa Monteiro, Nursing
Donna Montieth, Cardiology Division
Sabine Moore, Nursing
Shannon Moran, Transplantation Biology Research Center
Josephine Morehouse, Professional Billing Office
Marvin Morgan, Nursing
Pamela Morrell, Radiology
Shawn Morris, Pharmacy
Ivette Motola, Emergency Services
Eliza Moulton, Bulfinch Temporary Services
Steven Moulton, Surgery
Souad Mouni, Pathology
Ashim Mukherjee, Medicine
Siddhartha Mukherjee, Medicine
Corey Mullen, Nursing
Marcia Mulligan, Bulfinch Temporary Services
Ashok Muniappan, Surgery
Andrea Murphy, Nursing
Jennifer Murphy, Psychiatry
Lisa Murphy, Pharmacy
Cathy Murray, Registrar/Credentialing Unit
Dawn Murray, Nursing
Shannon Murray, Cardiology Division
Victorine Muse, Radiology
Nancy Mysliwy, Obstetrics and Gynecology Service
Soon-Young Na, Pediatric Service
Allan Nadel, Obstetrics and Gynecology Service
Eric Nadel, Emergency Services
Taku Naito, Dermatology
Laura Nakatsuka, Pathology
Aline Nandelstadt, Hematology/Oncology Unit
Cheryl Nason, North End HealthCare Center
Jamal Nazzal, Orthopædics
Marie Neary, Reading Disabilities Department
Antonio Necchi, MGH Transportation Services
Jane Neville, Nursing
Gordon Newbert, Hematology/Oncology Unit
Grant Newman, Endoscopy Center
Nancy Neyhard, General Surgery Research
Be Nguyen, MGH Transportation Services
David Nguyen, Anesthesia
Lynh Nguyen, Bulfinch Temporary Services
Nhuan Nguyen, Bulfinch Temporary Services
Keith Nicholas, Police and Security
Jayne Nichols, North End HealthCare Center
Kelley Nickerson, Nursing
Samuel Nicolas, Nursing
Paul Nicolosi, Respiratory Care Services
Lily ZhenLin Nie, Surgery
Kristin Niendorf, Gillette Center for Women's Cancers
Ivonny Niles, Nursing
Kathy Noble, Admitting Services
Hoyt Norris, MGH Transportation Services
Beth-Ann Norton, GI Research
Marie Nougaisse, Pediatric Service
Vasilis Ntziachristos, Radiology
Anabela Nunes, Interpreter Services
Catherine Nutt, Pathology
Jennifer Oberg, Cancer Center
Eileen O'Brien, Radiation Oncology
Fernande Occeus, Nursing
Joanne Ochs, Gillette Center for Women's Cancers
Marie Ockerbloom, Development and Major Gifts
Joseph Oconnell, Emergency Services
Raneem Odeh Salem, Bulfinch Temporary Services
Mary Okolo, Pharmacy
Cathryn Oldmixon, Biostatistics Center
Kathleen O'Leary, Psychiatry
Michelle O'Leary, North End HealthCare Center
Susan O'Leary, Bulfinch Temporary Services
Toby O'Leary, Social Services
Cheryl Olson, Psychiatry
Elena Olson, Multicultural Affairs Office
Lei O'Malley, Neurology
Francis O'Neill, Surgery
Jennifer O'Neill, Nursing
Joan Orr, Development and Major Gifts
Lisa Ortiz, Dermatology
Nery Ortiz, Buildings and Grounds
Venus Ortiz, Nutrition and Food Services
Rebecca Osgood, Pathology
Leonardo Enrique Osorio, Materials Management
Comfort Oteng-Barnes, Nursing
Jennifer Pacheco, Charlestown HealthCare Center
Rhodshon Palmer, Back Bay Health Center
Jesus Paniagua, Biomedical Engineering
Ujwala Panse, MGH Institute of Health Professions
Hector Parada, Psychiatry
Sahil Parikh, Medicine
Elyse Park, Psychiatry
Kenneth Park, Psychiatry
James Parker, Main Operating Room
Aidan Parkinson, Development and Major Gifts
James Parmentier, MGH Institute of Health Professions
Blair Parry, Emergency Services
Celestino Pascual, Chaplaincy Department
Jonathan Passeri, Medicine
Jay Passmore, Radiation Oncology
Anshul Patel, Medicine
Barbara Paton, Bulfinch Temporary Services
Simone Patterson, Nursing
Richard Patti, Medicine
Gregory Paul, Nursing
Natacha Paul, Nursing
Joaquin Pavon, Chelsea HealthCare Center
Marion Pearce, Radiology
George Pearson, Professional Billing Office
David Peckham, Respiratory Care Services
Paul Pecoraro, Admitting Services
Ivan Pellecer, Bulfinch Temporary Services
Erin Pelletier, Main Operating Room
Nancy Pena, Nursing
Natasha Pepivani, Police and Security
Adria Pepp, Reading Disabilities Department
Thomas Pereira, Buildings and Grounds
Yesenia Pereira, Parking & Commuter Services
Jesus Perez, Radiology
Victor Perez, Environmental Services
Christine Perino, Respiratory Care Services
Barbara Perrier, Neurosurgery
Chad Perrone, Hematology/Oncology Unit
Donna Perry, Clinical and Professional Development
William Perry, Respiratory Care Services
Randall Peterson, Medicine
Tina Petras, Professional Billing Office
Julie Phenicie Errico, Bulfinch Temporary Services
Kelley Philbin, Radiology
Barbara Piel, Nursing
Marie Pierre, Nursing
Carine Pierre-Louis, Bulfinch Temporary Services
Bernadette Pina, Health Information Services
Jose Pina, Radiation Safety
Linda Pinaud, Reading Disabilities Department
Sally Pinho, Radiology
Roy Taton Pinnock, Nursing
Sherry Piskadlo, Radiology
Fatbadha Plaku, Nursing
Scott Podolsky, Medicine
David Poindexter, Physical Therapy Services
Lauren Pollak, Neurology
Irina Pomerantseva, Surgery
Aliciah Porter, Professional Billing Office
Margaret-Elizabeth Powers, Nursing
Matthew Powers, Nursing
Laura Prasnal, Health Information Services
Olympia Price, Nursing
James Pru, Obstetrics and Gynecology Service
Stephen Pucci, Police and Security
Barry Putterman, Laboratory of Computer Science
Andi Qipo, Surgery
Quynh Quach, Pharmacy
Katana Queiroli, Hematology/Oncology Unit
Elvia Quiroz De Cooper, Materials Management
Samuel Rabkin, Neurosurgery
Paul Raines, Radiology
Noopur Raje, Medicine
Dina Ramirez, Nursing
Luz Ramos, Orthopædics
Robyn Rapoza, Bulfinch Temporary Services
Robert Ratcliffe, Physical Therapy Services
Anne Reardon, Radiology
Barbara Recchia, Revere HealthCare Center
Linda Redd, Emergency Services
Edith Redmond, Bulfinch Temporary Services
Annemarie Reginato, Nursing
Joelle Reidy, Massachusetts General Physicians Organization
Cheryl Reif, Surgery
Rose Reilly, Radiation Oncology
Cheryla Reilly-Tremblay, Pharmacy
Janine Remondi, Gillette Center for Women's Cancers
Hernando Rendon, Environmental Services
William Reyes, Materials Management
Sherry Reyno, Output Production MGH/MGPO
Jennifer Richardson, Emergency Services
June Richardson, Nursing
Ilse Rieger, Pediatric Service
John Riley, Nursing
Susan Riley, Nursing
Ada Rivera, Blood Transfusion Service
Diana Rivera, Anesthesia
Evelyn Rivera, MGH Community Health Associates
Giselle Rivera, Radiology
Karen Rivera, Professional Billing Office
Margaret Roberts, Gastrointestinal Unit
Deborah Robinson, Emergency Services
Joel Robinson, Pharmacy
Constance Roche, Surgical Oncology
Aida Rodriguez, Cardiology Division
Libby Figueroa Rodriguez, Orthopædics
William Rodriguez, Medicine
Robert Rokowski, Medicine
Rosetta Romagnoli, Bulfinch Temporary Services
Carol Romig, Nursing
Paula Rooney, Main Operating Room
Martha Root, Nursing
Mariquinhas Rosa, Nursing
Jonathan Rosen, Dermatology
Keri Ross, Nursing
Barbara Rossi, Emergency Services
Nancy Roth, Reading Disabilities Department
Holly Rothermel, Pediatric Service
Madeline Rotondi, Renal Unit
Xuehui Ruan, Professional Billing Office
Marina Rudfeld, GI Administration
Bo Rueda, Obstetrics and Gynecology Service
Ilya Ruvinsky, Molecular Biology
Paula Ryan, Medicine
Roberta Ryan, Emergency Services
Jolene Sabirai, Emergency Services
Theresa Saghbini, Nursing
Lynn Sahaida, Psychiatry
Marie Sainsurin, Emergency Services
David Salat, Radiology
Erin Salisbury, Nursing
Annette Sanchez, Pediatric Service
Ismael Sanchez, Environmental Services

Marilu Sanchez-Arroyo, Hematology/Oncology Unit
Miriam Sandoval, Materials Management
Linda Santos, Radiology
Gerald Sapini, Emergency Services
Donna Sargent, Radiology
James Sarni, Physical Medicine and Rehabilitation
Edgar Savidge, Physical Therapy Services
Shoshana Savitz, Social Services
Claudia Sayer, Health Information Services
Kathleen Scales, Psychiatry
Emily Schnapp, Nursing
Joachim Scholz, Anesthesia
Lori Schulman, Main Operating Room
Kristin Schwab, Neurology
Christina Scirica, Pediatric Service
Deirdra Scott, Professional Billing Office
Carl Seashore, Pediatric Service
Burckhard Seelig, Molecular Biology
Jeffrey Sender, Nursing
Karen Sepucha, Medicine
Ana Sepulveda, Blood Transfusion Service
Hyunjune Seung, Neurology
Elizabeth Sgueglia, Nursing
Brian Shah, Oral and Maxillofacial Surgery
Linda Shannon, Bulfinch Temporary Services
Ying Shao, Medicine
Cheryl Shaw, Biomedical Engineering
Michael Sheehan, Professional Billing Office
Marsha Sherman, Nursing
Mary-Theresa Shore, Radiology
Mark Shrewsbury, Radiology
Betsey Sicard, Radiology
Kimberly Sienkiewicz, Radiology
Alan Silken, Pediatric Service
Celso Silva, Nursing
Luisa Silva, MGH Referral Registration Center
Julio Silveira, Environmental Services
Steven Simmons, Materials Management
Peter Simone, Laboratory of Computer Science
Edith Sinagra, Neurology
Erin Sinclair, Nursing
Elisabeth Skayne, Nursing
Derrick Smith, Pediatric Service
Jennifer Smith, Nursing
Lisa Smith, Cancer Center
Melissa Smith, Nursing
David Somers, Radiology
Phyllis Somers, Radiology
Gina Sorbara, Radiology
David Sosnovik, Medicine
George Souza, Clinical Pathology
Nicole Spano-Niedermeier, Cardiology Division
Florentina Spinola, Nutrition and Food Services
Michael Sserunjoji, Chemistry
Josette St Brice, Nursing
Stacy St. Pierre, Chelsea HealthCare Center
James Stahl, Medicine
David Steele, Medicine
Laura Steele, Psychiatry
Naline Stewart, Hematology/Oncology Unit
Steven Stufflebeam, Radiology
Mauro Stuparich, Oral and Maxillofacial Surgery
Nicholas Stylopoulos, Surgery
Annette Sugrue, Transplantation Biology Research Center
Ruba Suhwiel, International Patient Center
Erin Sullivan, Main Operating Room
Ming Sun, MGH Community Health Associates
Cathryn Sundback, Surgery
Henderson Suttle, Materials Management
Christie Swett, Pathology
Olga Syrkina, Pulmonary and Critical Care Unit
Messeletch Tadesse, Nursing
Ronald Takvorian, Medicine
Heang Tang, Radiology
Denis Tangney Jr., Nursing
Craig Tarantino, Physical Therapy Services
Dawn Tarzia, Medicine
Nanu Tasew, Nutrition and Food Services
Crosby Tatum, Radiology
Wanda Tatum, Hematology/Oncology Unit
Catarina Tavares, Environmental Services
Icilda Taylor, Operating Room Administration
Ralston Taylor, Main Operating Room
Ruthland Taylor, Main Operating Room
Jorge Teixeira, Environmental Services
Marco Tejeda, MGH Transportation Services
Jennifer Temel, Medicine
Kathryn Teng, Medicine
Roselnie Terme, Nursing
Lori-Ann Thwing, Radiology
Di Tian, Pathology
Peter Tishler, Pediatric Service
Jodi Titilah, Pathology
Elizabeth Tivnan, Nursing
Tina Toland, Anesthesia
Maura Tomaso, Dermatology
Robin Toner, Obstetrics and Gynecology Service
Glorisel Torres, Chelsea HealthCare Center
Samuel Torres, Buildings and Grounds
Kathleen Toto, Nursing
Maureen Tousignant, Nursing
Anne Travalini, Emergency Services
Jason Trella, Ambulatory Care Practice Support
Que Chi Truong-Bolduc, Medicine
Martine Tsingos, Dermatology
Angelica Tsoumas, Social Services
Joshua Tufts, MGH Transportation Services
Adela Turcu, Main Operating Room
Tunde Turi-Markovic, Bulfinch Temporary Services
Cynthia Turner, Vascular Lab Administration
Allison Tweedie, Massachusetts General Physicians Organization
Lynda Tyer Viola, Nursing
Jonathan Urbach, Molecular Biology
Mary Urbati, Pharmacy
Andrea Utz, Medicine
Jackson Valceus, Nutrition and Food Services
Ruth Valdez, Obstetrics and Gynecology Service
Betsy Valles, Cancer Center
Jeannette Valverde, Nursing
Robert Van De Graaff, Development and Major Gifts
Wim Vanduffel, Radiology
Nalda Vargas, Nursing
Susan Varghese, Neurosurgery
Katherine Varney, Nursing
Brenda Vega, Office of Women's Careers
Teresa Vega, Chelsea HealthCare Center
Milagros Vega-Bonilla, Chelsea HealthCare Center
Joao Veiga, Research Management
Julio Velasquez, Materials Management
Louis Velazquez, Psychiatry
Maria Velazquez, Professional Billing Office
Omar Velasquez, Operating Room Administration
Jessica Velez, Development and Major Gifts
Alexey Veraksa, Medicine
Yvana Vertus, Nursing
Jennifer Vetree, Nutrition and Food Services
Rohini Vikash, Chemistry
Kareem Vilbrun, Materials Management
Ruby Villajuan, Dermatology
Serafin Villanueva, Nutrition and Food Services
Eveline Vilson, Molecular Biology
Jennifer Viscio, Revere HealthCare Center
Danielle Vivilecchia, Nursing
Paul Vivino, Medicine
Paula Vogel, Physical Therapy Services
Kirby Vosburgh, Dermatology
William Waddell, Physical Therapy Services
James Walker, Medicine
Russell Wallace, Buildings and Grounds
Cynthia Walsh, Blood Transfusion Service
Elizabeth A. Walsh, Psychiatry
Elizabeth C. Walsh, Nursing
Aleda Walters, Hematology/Oncology Unit
Tali Walters, Psychiatry
Grace Wang, Surgery
Yufen Wang, Vascular Lab Administration
Ann Waters, MGH Institute of Health Professions
Theresa Watkins, Orthopædics
Theresa Webb, Radiology
Alan Weingrad, Anesthesia
Veronique Weiss, Bulfinch Temporary Services
Michael Wejkszner, Radiology
Dorothy Welcome, Nutrition and Food Services
Glendalee Welcome, Nutrition and Food Services
Andrew West, Laboratory of Computer Science
Deborah Wexler, Medicine
Kristen Whitaker, Nursing
Melissa White, Radiation Safety
Natasha White, Infectious Disease Unit
Rodger White, Anesthesia
Sten Willander, Nursing
Debita Williams, Radiology
Gregory Williams, Radiology
James Williams, Buildings and Grounds
Jane Williams, Nutrition and Food Services
Melanie Williams, Neurology
Alexis Williamson, Professional Billing Office
David Wilson, MGH Institute of Health Professions
Tracy Wimbush, Emergency Services
Nelse Winder, Nursing
Jonathan Winickoff, Pediatric Service
Maria Winne, Nursing
Conrad Wittram, Radiology
Kow Wong, Environmental Services
Shwe Wong, Pharmacy
John Wood, Police and Security
Malissa Wood, Medicine
Sarah Wood, Professional Billing Office
Hope Worden Kenefick, Bulfinch Temporary Services
Linda Wrenn, North End HealthCare Center
Christine Wright, Professional Billing Office
Diane Wright, Obstetrics and Gynecology Service
Yameng Wu, Health Information Services
Winnie Xin, Neurology
Jinling Xu, Ruvkun Group
Lei Xu, Radiation Oncology
Phoebe Yager, Pediatric Service
Andrew Yee, Medicine
Elsa Yee, Interpreter Services
Yfyahaira Yniguez, Revere HealthCare Center
Janet York, Nursing
Armen Young, Police and Security
Tin Yu, Microbiology
Shipeng Yuan, Medicine
Sally Zamejtis-Brown, Cardiology Division
Kerstin Zanger, Pediatric Service
Manijeh Zarghamee-Ghavami, Medicine
Jorge Zayas, Nursing
Bizuye Zemene, Parking & Commuter Services
Wenqi Zeng, Neurology
Trisha Zeytoonjian, Nursing
Junran Zhang, Radiation Oncology
Hui Zhang, Biostatistics Center
Xiaobo Zhang, General Surgery Research
Hong Zhang, Medicine
Bin Zhang, Pharmacy
Zhenrong Zhang, Professional Billing Office
Li Zheng, Anesthesia
Yi Zheng, Neurology
Andrew Zhu, Medicine
Kate Zimmer, Nursing
Magdalena Zuniga, Professional Billing Office
Julie Zwirble, Pathology
Mary Zwirner, Social Services

MGH HOTLINE

MGH helps patients, employees fight the flu

With the flu season rapidly approaching, the MGH is preparing by making sure patients are able to get the flu vaccine while hospitalized and ensuring employees, staff and volunteers are able to get vaccinated through the annual employee flu clinics *(see article at right).*

Clinicians will be able to order the flu vaccine through the Provider Order Entry (POE) system beginning Oct. 18. This program provides patients the opportunity to get vaccinated while hospitalized as a primary preventative measure and to provide a safety net for patients who are unable to obtain a flu vaccine in another setting.

A "pop-up" screen will appear in POE for the first provider (physician, resident, nurse practitioner or physician assistant) to write orders for a patient who is age 50 or older. The provider has the option of accepting, declining or deferring the order for up to five days. On the sixth day, a decision to accept or decline the order must be made. When the vaccine is ordered, the nurse will screen the patient for eligibility. This program will be offered until March 31, 2006.

For more information, contact Janet Madigan, MS, RN, at (617) 726-3109.

When it comes to the flu caring means not sharing

MGH Occupational Health Services once again will sponsor the annual flu clinic campaign for all MGH and Partners employees, staff and volunteers. This year's campaign will kick off with a weeklong flu vaccination clinic beginning Oct. 24. All employees, staff and volunteers are strongly encouraged to be vaccinated; however, all are reminded that vaccination is only one method of illness prevention. Stop the spread of germs by always covering the mouth and nose when sneezing and coughing, and keep hands clean by regularly washing with soap and water or by using an alcohol-based hand cleaner such as Cal Stat.

Below are clinic dates and locations:

WACC "Coffee Beans and Tea Leaves" cafe
Oct. 24 to 28
7 am to 5 pm

Main Corridor
Oct. 29 and 30
7 am to 5 pm

Second floor conference room
Nov. 1
9 to 11 am

First floor lobby
Nov. 2 and 9
8:30 am to 1 pm

Conference room 258,
Second floor
Nov. 8
8:30 am to 1 pm

Vaccines also will be offered on patient care units through peer vaccination. For more information, contact the unit's flu champion or nurse manager.

To be vaccinated, MGHers should bring their ID badges and wear clothing that rolls easily up to the top of the arm. For those unable to attend the clinics, call Occupational Health Services at (617) 726-2217 to schedule an appointment.

Celebration of women's health research grows

What began as a poster session during last year's National Women's Health Week has expanded to include more participants and a keynote speaker. This year's "Improving the Health of Women through Research at the MGH" event will begin Oct. 21, with a talk by Elizabeth Ofili, MD, MPH, associate dean of Clinical Research and chief of Cardiology at Morehouse School of Medicine in Atlanta. Ofili will discuss "Women's Health Research: New Discoveries and Translating the Science" from 11:30 am to 12:30 pm in the Thier Conference Room. All members of the MGH community are welcome to attend.

"Since last year we have been continuously impressed by the work of our researchers whose interests involve women's health, and we're delighted to be sponsoring this weeklong recognition of their accomplishments," says Anne Klibanski, MD, director of the MGH Neuroendocrine Unit and chair of the MGH Women's Health Research Committee, part of the Women's Health Coordinating Council. Throughout the week, 34 posters outlining research into women's health – more than twice the number of last year's event – will be displayed in the White, Bigelow and Ellison corridors. Six of the posters are being honored with awards of merit.

"MGH researchers have constantly advanced women's health research in multiple disciplines, with discoveries in such diverse areas as osteoporosis, breast cancer, infertility and mental health," Klibanski adds. "The increasing multidisciplinary nature of research at the MGH will promote and facilitate these advances in women's health."

For more information about the program, contact Mary Ellen Heike, RN, at (617) 724-8044 or send e-mail to *mheike@partners.org.*

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MGH HOTLINE

WHAT'S HAPPENING

United Way information tables

The MGH United Way campaign will begin Oct. 25 with a kickoff celebration from 11:30 am to 1:30 pm under the Bulfinch tent. Information tables will be set up Oct. 18, 20 and 27, from 6:30 to 8:30 am and 11:30 am to 1:30 pm in the Main Corridor. Tables also will be located outside the East Garden Dining Room and outside the Riverside Café in the Yawkey Center from 11:30 am to 1:30 pm. Information about the campaign and pledge cards will be available.

Women's Cancers Awareness fair

The MGH Cancer Center will host a Women's Cancers Awareness fair Oct. 21, from 10 am to 2 pm under the Bulfinch tent. Learn about prevention, early detection and treatment of the most common cancers affecting women today.

North End Children's Center accepting enrollment

In honor of the North End Community Health Center's 35th anniversary next year, the North End Children's Center at the North End Health Center now is accepting enrollment for toddler and pre-school-age children. The cost is $240 per week for toddlers and $215 per week for pre-school-age children. MGH employees who enroll their child before Dec. 31 will receive two months free after completing 10 months of enrollment. For more information, call Tim Clifford at (617) 643-8007.

Call for mentoring awards nominations

The Office for Diversity and Community Partnership at Harvard Medical School (HMS) now is accepting nominations for the 2005 A. Clifford Barger Excellence in Mentoring Award, William Silen Lifetime Achievement in Mentoring Award and the Young Mentor Award. Any HMS faculty member who has provided sponsorship, encouragement and support for the career and/or personal development of faculty, fellows, house officers and students can be nominated. The deadline is Oct. 28. For more information, visit *www.mfdp.med.harvard.edu/mentoringawards* or call (617) 432-1037.

Pastoral Care Week

In celebration of Pastoral Care Week, the MGH Chaplaincy will sponsor an information table Oct. 18, from 11 am to 1 pm in the Main Corridor. A lecture by Brita Gill-Austern, MDiv, PhD, of Andover Newton Theological School, will be held Oct. 19, from 10 am to 1 pm in the Walcott Conference Rooms. MGH Chaplaincy also will offer the "Blessing of the Hands" ceremony Oct. 20, from 6:30 to 8 am, 11:30 am to 1 pm and 3 to 5 pm in the MGH Chapel. All patients, families, staff, visitors and volunteers are invited to take part in this ceremony. For more information, call (617) 726-2220.

Anxiety disorders program

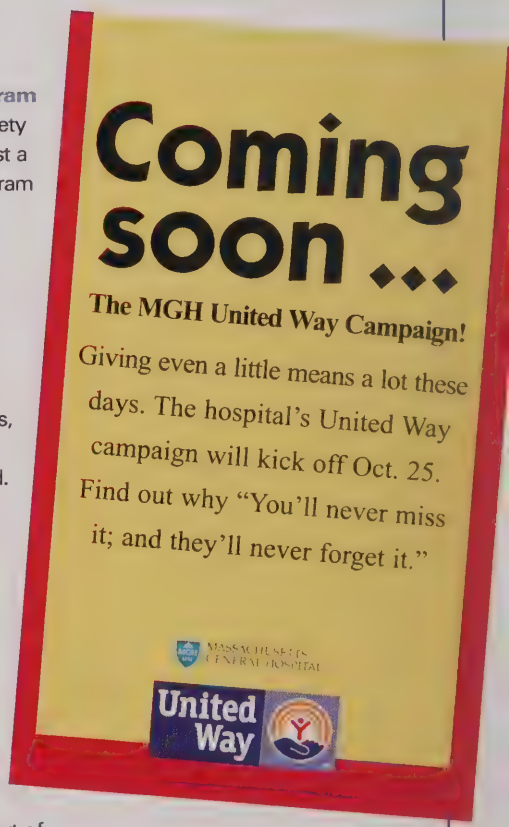
The MGH Mood and Anxiety Disorders Institute will host a community education program "Understanding Anxiety Disorders" Oct. 29, from 8:45 am to noon in the O'Keeffe Auditorium. This program is for anyone interested in or affected by anxiety disorders, including patients, families, friends and caregivers. Pre-registration is required. For more information or to register, visit *ww.moodandanxiety.org*, call (617) 724-8318 or send e-mail to *info@moodandanxiety.org*.

MGH Chaplaincy Jewish High Holy Days

The MGH Chaplaincy will hold services Oct. 20, from 10:30 to 11 am as part of Yamim Nora'im 5766 – the Jewish High Holy Days. Challah, grape juice and snacks will be served at the service. For more information call Rabbi Ben Lanckton at (617) 724-3228.

LADDERS autism conference

The LADDERS – Learning and Developmental Disabilities Evaluation and Rehabilitation Services – program and MassGeneral Hospital for Children will host the 11th annual "Current Trends in Autism" conference Oct. 28 to 29 at the Hilton Boston/Dedham. The conference will present the most up-to-date information in the field of autism to parents and professionals concerned about children, adolescents and adults whose diagnosis falls along the autism spectrum. For more information or to register, visit *www.ladders.org/programc.php*.


Coming soon ...
The MGH United Way Campaign!
Giving even a little means a lot these days. The hospital's United Way campaign will kick off Oct. 25. Find out why "You'll never miss it; and they'll never forget it."
Massachusetts General Hospital
United Way

Submit news tips and story ideas to the *MGH Hotline*

Contact Victoria Brady, editor, at (617) 724-6433;
Christine Johanson Borneo, assistant editor, at (617) 726-0275;
Therese O'Neill, staff writer, at (617) 724-2753;
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
165 Cambridge Street, Suite 600
Boston, MA 02114.

www.massgeneral.org/news/

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(617) 726-2206

October 21, 2005

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

MGH employees celebrate Ether Day tradition

On Oct. 16, 1846, the practice of medicine changed forever when Boston dentist William T.G. Morton first demonstrated the use of ether during a surgical procedure on patient Gilbert Abbott. Using a specially designed glass inhaler containing an ether-soaked sponge, Morton rendered the patient unconscious, allowing MGH co-founder John Collins Warren to remove a vascular tumor from the patient's jaw in the first ever pain-free surgical procedure. Today, this milestone is celebrated as a longstanding MGH tradition – Ether Day.

For the past 60 years, the MGH has selected a day in October, close to the anniversary of that historic surgery, to honor and recognize MGH employees and staff for their dedication, commitment and length of service to the hospital. This year's celebration, held Oct. 14 under the Bulfinch Tent, honored the 2,470 employees who have worked at the hospital for 5, 10, 15, 20, 25, 30, 35, 40, 45 and 50 years. This year, all honorees received an Ether Day pin and ribbon, a change from past years when employees received a pin and carnation. Peter L. Slavin, MD, president of the MGH, thanked all of the employees for their contributions and for "making the MGH a community of healing, giving and respect."

The popular Ether Day dancers also made a return appearance, performing numbers set to songs that were hits during the years that honored MGHers first began their careers at the hospital. The tribute featured songs ranging from 1955's "Rock Around the Clock" by Bill Haley and the Comets to 2000's "Who Let the Dogs Out" by the Baha Men.

MGH celebrates successful CPM projects

MGHers gathered in the East Garden Dining Room Oct. 17 to celebrate the success and progress of the Clinical Performance Management (CPM) teams. CPM is a joint MGH and Massachusetts General Physicians Organization (MGPO) initiative designed to improve patient care and increase efficiency in delivering care. Nineteen posters describing campaigns focusing on quality and safety initiatives throughout the hospital were on display, and six were awarded prizes. Posters were judged by Edward P. Lawrence, Esq., chairman of the MGH Board of Trustees; George Thibault, MD, vice president of Partners Clinical Affairs; and Thomas Lee, MD, president of Partners Community HealthCare, Inc., in three categories – "generalizable" (the project idea is transferable to other clinical areas and institutions), high reliability and creativity.

"These posters are a tremendous demonstration of the teamwork that goes on at the hospital," said Peter L. Slavin, MD, president of the MGH. "From physicians to nurses to physical therapists and all the others who have worked on these projects, they show that it truly takes a village to make the hospital run efficiently."

Generalizable:

First place:	Cardiac Team: Quality Subcommittee
Second place:	Communication of Critical Laboratory Results Team

High Reliability:

First place (tie):	Communication of Critical Laboratory Results Team
	Patient Identification Team
Second place:	Neurology Team

Creativity:

First place:	Surgery Team: Efficiency Task Force
Second place:	Medicine Team

New president of McLean Hospital appointed

Jack M. Gorman, MD, has been selected as the new president and psychiatrist-in-chief for McLean Hospital in Belmont and chair of Partners Psychiatry and Mental Health.

As head of McLean, Gorman will lead the largest psychiatric clinical care, research and teaching institution of Harvard Medical School. As chair of Partners Psychiatry and Mental Health, he will provide strategic leadership to ensure the quality, integration, growth and financial health of psychiatric programs across the entire Partners HealthCare system, including its community-based psychiatric network.

Previously at Columbia University, Gorman was vice chair for psychiatric research, the Lieber Professor in Psychiatry and director of the Mental Health Clinical Research Center of the New York State Psychiatric Institute. He also is a noted researcher in anxiety disorders, depression and schizophrenia. ●

MGH physician recognized for outstanding service to the Latino community

Ernesto Gonzalez, MD, of MGH Dermatology and associate director for the Multicultural Affairs Office *(below)*, recently was recognized by both the MGH and the City of Boston for outstanding service to the Latino community.

On Oct. 7, the Latino Heritage Month (LHM) Planning Committee honored Gonzalez with the first-ever MGH Award for Outstanding Service to the Latino Community. Gonzalez has devoted a large part of his 30-year career at the MGH to helping, mentoring and inspiring Latino members of the MGH community and beyond. He has developed a regional Latino medical student mentorship program, as well as spearheaded a pediatrics telemedicine project between the MGH and Hospital Buen Samaritano in Aguadilla, Puerto Rico. This project allows MGH physicians to consult remotely to diagnose and recommend treatment for underserved children. In an emotional speech, Gonzalez thanked all who have helped him succeed, including his mother, who instilled in him the value of education.

The award recognizes an MGH employee who has contributed to Latino-based initiatives within or outside the institution and whose contributions build bridges with the MGH Latino community in areas beyond daily duties and responsibilities. In honor of Gonzalez as the first recipient, this award now will carry his name.

The moving ceremony also included remarks from Carmen Vega-Barachowitz, an LHM committee representative; Peter L. Slavin, MD, president of the MGH; Joseph Betancourt, MD, MPH, senior scientist at the MGH Institute of Health Policy; and Jeff Davis, senior vice president for Human Resources.

Gonzalez also was one of five Latinos recognized Oct. 13 at the city's first Hispanic Heritage Celebration at City Hall. He was selected for his continued commitment to the Latino community through service at the MGH and abroad. ●

MGH HOTLINE

MGH's commitment to keeping patient information secure

Caring for Patients while respecting their privacy

Patient confidentiality is one of the most important tenets in the health care system today. And since the U.S. Department of Health and Human Services finalized regulations in 2003 protecting patient privacy under the Health Insurance Portability and Accountability Act (HIPAA), protecting patient information has become even more important – and more complicated.

Many health care professionals face constant challenges to keep this longstanding obligation to their patients intact. And when they fail to meet this obligation and a patient's privacy is breached, it is the responsibility of the health care organization to address it.

Protecting patient privacy is a challenge faced by even the most prestigious medical institutions in the country. For example, New York-Presbyterian Hospital encountered a high-profile breach of confidentiality with one of its more well-known patients – former President Bill Clinton. When Clinton was a patient there in 2004 for heart bypass surgery, some 14 staff members inappropriately accessed his medical record. The hospital took immediate responsibility by performing disciplinary action with those involved, including termination. Similarly, the MGH requires immediate disciplinary action – up to and including termination – for staff members at any level who breach confidentiality – whether or not the patient is high profile.

Every year MGH employees must undergo privacy and confidentiality training. This year's education included the security of patient information as required by the finalized security regulations in 2005. The MGH has policies and procedures in place to help support staff and employees in protecting patient information and will take action in the event that confidentiality is breached – even if it is done so accidentally.

Below are some examples of confidentiality breaches and how they can be avoided.

- Using an incorrect medical record number has resulted in a patient receiving bills and copies of records belonging to another patient. In addition to potential breaches, using incorrect medical record numbers compromises patient safety and care. Always verify that the correct medical record number is being used.
- Protected health information (PHI) has been left unsecured in conference rooms, cafeterias, waiting areas and in vacated offices. Those without a need to know this information have accessed the PHI inappropriately. Never leave patient information unattended.
- PHI has been sent to an unknown recipient because the number dialed was not checked before sending a fax. Verify that the correct fax number has been entered before sending a fax and always use a cover sheet.
- Copies of PHI were released to individuals not authorized to receive the information because the patient's authorizations were not reviewed, and the recipients were not required to show identification. Never release PHI without the proper authorization and required identification.
- Most privacy officers agree that the biggest privacy risk is when employees access medical information out of curiosity – whether it happens to be a co-worker, relative or a high-profile celebrity. The MGH has audit capabilities that identify employees who have accessed information and are not part of the care team for a particular patient. When such employees are identified, an investigation is conducted immediately.

Employees also can run self-audits on their own health records, which has been a large deterrent to curious co-workers. Employees should only access patient records if they need to know the information to do their jobs. For more information about patient privacy, call (617) 724-7176.

Celebrating precious gifts

More than 100 transplant donors, recipients and their families gathered in the WACC Sept. 28 for the "Celebrate the Donor" dinner. The event, hosted by Nina Tolkoff-Rubin, MD, medical director for the Renal Transplant Program, and the program's staff, honored those selfless individuals who have given the gift of life to their spouses, parents, children, siblings, friends and in some cases, strangers. Organ donors and recipients shared their compelling stories and learned about new programs to potentially expand the living donor pool.

From left, Win Williams, MD, director of the MGH Interventional Nephrology Renal and Transplantation Units, donor Alexander Allen with his wife and recipient Dola Thelwell-Allen and Tolkoff-Rubin.

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MGH HOTLINE

WHAT'S HAPPENING

Senior HealthWISE lecture

MGH Senior HealthWISE will offer "Tips for Healthy Eating and Grocery Shopping" Oct. 25, from 11 am to noon in the Walcott Conference Rooms. The lecture will be presented by Dana Brennan, RD, LDN, of MGH Nutrition and Food Services. The event is open to seniors age 60 years and older. Admission is free. For more information, call (617) 724-6756.

EAP manager and supervisor training

The MGH Employee Assistance Program (EAP) will host a manager and supervisor training session Nov. 3, from 1 to 3 pm in the Haber Conference Room. Participants will learn skills to manage time, control stress and to remain focused on work. To register, call (617) 726-6976.

Elder care discussion group

The Employee Assistance Program (EAP) will hold its monthly elder care discussion group Oct. 25, from noon to 1 pm in the J. Eric Doerr Conference Center, Room 10650, on the 10th floor of the Yawkey Center. Facilitator Janet T. Loughlin, LICSW, CEAP, of Partners EAP, and speaker Barbara Moscowitz, LICSW, MGH geriatric social worker, will discuss normal aging, identifying when there is a problem and the basic steps to begin planning for care. For more information, call (617) 726-6976.

History of MGH Radiation Oncology lecture

The MGH Radiation Oncology Department will host the third session of its lecture series Oct. 25, from 5 to 6 pm in the Ether Dome. Presenter Herman D. Suit, MD, DPhil, former chief of Radiation Oncology, will discuss the history of Radiation Oncology at the MGH from 1945 to 1970. For more information, call Julie Finn at (617) 724-1155.

Alternative healing presentation

The MGH Case Management Department will host "East Meets West: Additional Approaches to Healing" Oct. 27, from 1:30 to 2:30 pm in the O'Keeffe Auditorium. Regina Powers, RN, MSN, FNP-C, will cover topics including acupuncture, massage therapy, yoga and relaxation techniques. For more information, call (617) 724-2212.

Esru Chag Simchat Torah service

The MGH Chaplaincy will host an Esru Chag Simchat Torah service Oct. 27, from 10:30 to 11 am as part of Yamim Nora'im 5766 – the Jewish High Holy Days. Challah, grape juice and a snack will be served. All are welcome to attend. For more information, call Rabbi Ben Lanckton at (617) 724-3228.

Nominations for the Nathaniel Bowditch Prize

The MGH Board of Trustees and the Nathaniel Bowditch Prize Selection Committee are seeking nominations for the 2006 Nathaniel Bowditch Prize. The $5,000 award will be presented to an MGH employee or team – clinicians or nonclinicians – who have made a significant contribution to improving the quality of care at the hospital while reducing its cost. Nomination forms are available in the Main Lobby, the Blum Patient and Family Learning Center, the Bigelow 10 nursing office and the Massachusetts General Physicians Organization office on Bulfinch 2. All nominations should be submitted by Nov. 1 to Andrew Warshaw, MD, chairman of the Bowditch Prize Selection Committee, White 506. For more information, call Suzanne Williams at (617) 726-8254.

Schwartz Center symposium and dinner

The Kenneth B. Schwartz Center will host a symposium "Beyond the White Coat and the Johnny: What Makes for a Compassionate Patient-Caregiver Relationship?" Nov. 3, from 3 to 5 pm at the Boston Convention and Exhibition Center. Facilitated by journalist John Hockenberry, the event features a panel discussion about compassionate health care, based on the findings of Darshak Sanghavi, MD, a fellow at Children's Hospital Boston and columnist for the *Boston Globe*. Following the discussion, the center will host its 10th annual dinner beginning at 5 pm. The symposium is free and open to the public. To register, call (617) 726-0512 or send e-mail to *schwartzcenter@partners.org*.

Submit news tips and story ideas to the *MGH Hotline*

**Contact Victoria Brady, editor, at (617) 724-6433;
Christine Johanson Borneo, assistant editor, at (617) 726-0275;
Therese O'Neill, staff writer, at (617) 724-2753;**

by fax to (617) 726-7475;

by e-mail to *Hotline@partners.org* or

**by mail to the Public Affairs Office,
165 Cambridge Street, Suite 600
Boston, MA 02114.**

www.massgeneral.org/news/

***MGH Hotline* is published weekly by the MGH Public Affairs Office.**

(617) 726-2206

2005 United Way Kickoff Party

You'll never miss it... They'll never forget it.

United Way Massachusetts Bay

Join Dr. Slavin and a surprise celebrity guest on:

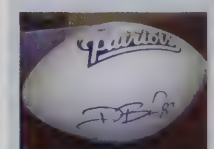
Tuesday
October 25th, 2005
Bulfinch Tent
11:30-1:30pm

Second and third shifts join us adjacent to Coffee Central from 10:30-11:30pm, 10/25/05!

Win!

Return your enclosed United Way Pledge card by 12pm on Thursday 10/27 to qualify for the Grand Prize drawing on 10/28! Prizes include A 32-inch Aquos TV! and an autographed Deion Branch New England Patriots football!

Grand Prizes!



October 28, 2005

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

MGH United Way campaign kicks off with sports stars

The stormy weather did not stop MGH employees and staff from gathering under the Bulfinch tent Oct. 25 for the MGH United Way Campaign kick-off celebration. The sports-themed festivities included an array of ballpark foods – hot dogs, Cracker Jacks and peanuts – as well as visits from New England Patriot Jarvis Green, who posed for pictures with employees and signed autographs, and Wally the Green Monster, the Red Sox mascot.

Nancy E. Corbett, senior administrative director for Radiation Oncology, and Peter L. Slavin, MD, president of the MGH, co-chairs of this year's campaign, welcomed the crowd and thanked them for supporting the United Way. Slavin welcomed Peg Sprague, vice president of Community Impact for the United Way of Massachusetts Bay. "The United Way has a vision," said Sprague. "In 10 years, we want Boston to be the best place to live and to raise children. We're asking you to partner with us to make this vision a reality."

Sprague then introduced Larry Haile, an outreach specialist for the Partners for Youth with Disabilities Mentor Match program – one of the organizations that benefit from the United Way. Haile spoke about how the program has helped children become more independent and gain social skills. Patriot Jarvis Green then took the podium to speak about his own experiences supporting the United Way mission.

Second- and third-shift employees also were able to join in the festivities with a celebration in the Main Corridor that evening. The campaign will run through Nov. 18.

For more information or to make a donation online, visit *www.massgeneral.org/unitedway*.

JCAHO lab survey successful

The September survey of the hospital's laboratory services by the Joint Commission on Accreditation of Healthcare Organizations (JCAHO) was deemed successful by hospital leadership, as well as leaders from Pathology Services and Patient Care Services who were involved with this important inspection. A JCAHO surveyor made daily visits from Sept. 19 through Oct. 3, inspecting many areas involved with lab testing, including patient care units.

The MGH has received the lab survey results, which were largely positive but also identified specific areas that

(Continued on Page 2)

Saving for higher education

The MGH and the Massachusetts General Physicians Organization (MGPO) teamed up to host a seminar "Investing in Higher Education and Reducing Taxes – How a 529 Plan Can Work For You" Oct. 18 and 19 in the O'Keeffe Auditorium. MGHers gathered to hear a panel of consultants from Fidelity Investments, TIAA-CREF and the Vanguard Group – the same investment companies sponsored by MGH for saving in the MGH Tax Sheltered Annuity Program – to learn about different ways to save for college. The seminar focused on 529 Plans – an investment tool that offers tax-free investment returns and can be put towards tuition, room and board, books, transportation costs and more – and how they can play an important role in college and financial planning goals.

Moderated by Kyle Upton of The Financial Planning Group, the panel described the types of 529 Plans available, ways to pay for college or higher education and how to choose a plan and investment company.

"The most important points to remember are to start saving as early as possible and that even a small monthly contribution can make a difference," said Upton. "The worst decision is to make no decision at all."

MGHers who are interested in opening a 529 Plan should contact an investment adviser or the Benefits Office at (617) 726-8133. Members of the professional staff should contact the Professional Staff Benefits Office at (617) 726-9267. Saving in a 529 Plan can be set up as a direct deposit through the payroll system.

From left, Upton; Mike Albert, Fidelity Investments; Tom Cervone, the Vanguard Group; and Rich Calvario, TIAA-CREF

Torchiana receives Thier award

David F. Torchiana, MD, chair and chief executive officer (CEO) of the Massachusetts General Physicians Organization (MGPO), was awarded the Samuel O. Thier, MD, Physician Leadership Award by Partners Community HealthCare, Inc. (PCHI). The award is named for Samuel O. Thier, MD, who served as president of the MGH from 1994 to 1997 and as president and CEO of Partners HealthCare from 1996 to 2002. Torchiana was chosen in recognition of his vision, integrity and commitment to the highest standards of care. "Dave listens to the concerns of everyone and works hard to come up with a solution that is fair and that everyone can live with," said Thomas Lee, MD, CEO of PCHI. "He has been a very important influence on our network. He shows that decent behavior can be contagious."

Torchiana became chief of Cardiac Surgery in 1998. He was named chair and CEO of the MGPO in 2003. ●

— JCAHO lab survey successful

(Continued from Page 1)

need improvement. Corrective actions now are taking place in those areas.

"We are very pleased with this survey – especially since this was the first time the lab surveyor used some of the new JCAHO survey procedures," says Donna MacMillan of MGH Pathology.

Because each day's inspection was unplanned and unannounced, staff from all areas were on alert for the surveyor's possible visits. The surveyor used the tracer methodology, a new process that assesses systems by "tracing" a patient's experience. She traced five patients during her visit, which took her to many areas of the hospital, such as the Operating Rooms to evaluate tissue banking, the cardiac intensive care unit to watch a transfusion performed and several patient care units to see how specimens were collected.

"All the staff on the units were phenomenal – everyone from the nurse managers to the front-line staff to employees in Pathology," says MacMillan. "The surveyor would observe procedures and then discuss issues with staff members, which could have been very intimidating for some employees. But everyone demonstrated the utmost professionalism. This inspection was a real team effort among many departments such as Nursing, the labs and the Safety Office."

The lab survey also provided valuable lessons to help hospital staff members further prepare for the hospitalwide JCAHO survey that will take place in 2006. "The lab survey gave staff an opportunity to showcase the work they do every day and be proud of their contributions to the hospital," says Maryanne Spicer, director of MGH Compliance and chair of the JCAHO Operations Committee. "We are always looking to improve in certain areas, and this survey highlighted some of the work we still need to do."

For more information about the 2006 hospital survey, visit the MGH JCAHO website at *www.massgeneral.org/jcaho.* ●

A space for prayer at MGH Chelsea

Just in time to recognize Ramadan, the Muslim holy month, the MGH Chelsea HealthCare Center has added a welcoming touch to one of its patient waiting rooms – a curtained area for prayer.

Of MGH Chelsea's nearly 30,000 patients, approximately 3,000 are practicing Muslims. As part of the MGH and Partners HealthCare Community Benefit Program, the health center offers special programs to help immigrant and refugee families transition successfully to the community.

During Ramadan, Muslims fast throughout the day and traditionally pray five times each day. "Sometimes the call to prayer occurs while patients are in our waiting area," says Tom Sterne, MD, medical director for MGH Chelsea. "We felt that it was respectful to give patients a private space to pray."

MGH Chelsea patients pray in the health center's special prayer area that is cordoned off by a new, brightly colored curtain.

Employee benefits open enrollment begins

Open enrollment will be held at the MGH Oct. 31 to Nov. 20 for weekly and monthly paid employees. Open enrollment is the one time of year when benefits-eligible employees can enroll, change or add family members to their benefit plan. All additions and/or changes to the benefit plan will be effective Jan. 1, 2006.

Open enrollment packets – which include the MGH open enrollment newsletter, personal benefit summaries and instructions for enrollment – were mailed to employees' homes this week. Employees who want to keep their current benefit program and do not participate in a flexible spending account do not need to do anything. Otherwise, they will need to make changes using the enrollment tools.

The preferred method of enrollment is through eBenefits, a component of PeopleSoft Employee Self Service located at *ibridge.partners.org/getaccess*. Employees also can make benefit selections by calling (800) 545-2869 using a touch-tone phone.

For more information about MGH open enrollment, visit *is.partners.org/hr/New_Web/mgh/mgh_benefits.htm#OE*, call the Benefits Office at (617) 726-8133, send e-mail to *ibenefits@partners.org* or visit one of the Human Resources Offices at White 14, 75 Blossom Court or CNY 149-7. Professional staff can contact the Professional Staff Benefits Office at (617) 726-9267 or visit Bulfinch 126.

MGHers are invited to stop by information sessions – called BeneFairs and QuickStops – to ask questions about various benefit programs. Below is the schedule.

BeneFair Nov. 2
Time: 2 to 4 pm
Location: CNY 149

BeneFair Nov. 3
Time: 9 to 11 am
Location: Thier Conference Room

QuickStop Nov. 3
Time: 1:30 to 3:30 pm
Location: Mass General West

QuickStop Nov. 3
Time: 2 to 3:30 pm
Location: MGH Charlestown

QuickStop Nov. 3
Time: 4 to 5 pm
Location: MGH Weston

QuickStop Nov. 4
Time: 9:30 to 11 am
Location: Registration and Referral Center, Medford

QuickStop Nov. 5
Time: noon to 2 pm
Location: Eat Street Café

QuickStop Nov. 8
Time: 11 am to 12:30 pm
Location: MGH Chelsea

QuickStop Nov. 8
Time: 1 to 2:30 pm
Location: North End Community Health Center

QuickStop Nov. 9
Time: 2 to 3:30 pm
Location: Simches Research Center

QuickStop Nov. 14
Time: 10 to 11:30 am
Location: MGH/PHS Somerville

BeneFair Nov. 15
Time: 10:30 am to 12:30 pm
Location: CNY 149

QuickStop Nov. 16
Time: 10:30 am to 12:30 pm
Location: Yawkey Center, 2nd floor, Satter Mezzanine

QuickStop Nov. 17
Time: 11 am to 12:30 pm
Location: MGH Revere

QuickStop Nov. 18
Time: 11:30 am to 1 pm
Location: MGH Back Bay

BeneFair Nov. 18
Time: 3 to 5 pm
Location: Yawkey Center, Doerr Conference Room

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MGH HOTLINE

WHAT'S HAPPENING

Webcast discussion about pharmaceutical industry
The American Academy of Pharmaceutical Physicians will host a special program "Renegotiating the Grand Bargain: People, Health and the Pharmaceutical Industry – Who Owes What to Whom?" Nov. 3. Greg Koski, MD, PhD, of the MGH Institute of Health Policy, will chair this discussion that examines what has been called "the grand bargain" between people and drug companies. The webcast can be viewed starting Nov. 7 after 5 pm at *www.kaisernetwork.org/health_cast.*

Smoking cessation program
The MGH Quit Smoking Service will offer a seven-week smoking cessation program Wednesday evenings, beginning Nov. 2, at 5:30 pm at 50 Staniford St., ninth floor. Topics will include preparing to quit, techniques to cope with stress without cigarettes and preventing weight gain. Low-cost nicotine patches and/or gum will be available to participants with written approval from their physician. Pre-registration is required. For more information, contact Ann Richards at (617) 726-7443.

Pri-Med East 2005 conference
The annual Pri-Med conference and exhibition will be held Nov. 11 to 13, at the Boston Convention and Exhibition Center. Partners hospitals will be featured in booth #201. For more information or to register, visit *www.pri-med.com.*

New hours at The Clubs at Charles River Park
The Clubs at Charles River Park now will open at 5:30 am, Monday through Friday, on a trial basis. For more information, call (617) 726-2900.

Acupuncture and massage for cancer patients
The HOPES (Helping our Patients and Families through Education and Support) program at the MGH offers acupuncture and therapeutic massage treatments for Cancer Center patients every Thursday, from 5 to 8 pm in the Yawkey Center for Outpatient Care, Suite 7B. These treatments can relieve chemotherapy side effects. A $55 fee is charged for each one-hour session. To schedule an appointment, call (617) 724-6737.

Partners phone directory update
The Telecommunications Department and the information ambassadors of the Volunteer Services Department will host an opportunity for employees to update entries in the Partners telephone directory Nov. 3, from 7 am to 4 pm outside the East Garden Dining Room entrance near the Eat Street Café. Computers will be available for volunteers to assist staff in reviewing and correcting their directory information. Forms also will be available for those who wish to update their information at a later time. For more information, send e-mail to *isppdedits@partners.org.*

EAP manager and supervisor training session
The MGH Employee Assistance Program (EAP) will offer a training course for managers and supervisors regarding the use of the EAP as a resource to assist with behavioral and mental health and substance abuse concerns Nov. 3, from 1 to 3 pm in the Haber Conference Room. For more information, contact (617) 726-6976.

Patient privacy campaign contest

MGH Health Information Services (HIS) is committed to protecting patient information and is asking all MGHers to participate in its privacy campaign contest. HIS is looking for a simple but thoughtful statement that shows compassion and understanding of patients' rights for privacy. The new statement will be displayed in all elevators.

The old statement says, "Please Respect Patient Confidentiality." New statement submissions should be kept brief. All statements will be considered and could help inspire a final message that includes a combination of multiple submissions.

To enter the contest, submit ideas to Claudia Sayer at csayer@partners.org or drop them off at the HIS Education and Awareness Information table the week of Nov. 6, from 10 am to 2 pm in the Main Corridor. Suggestions will be voted on by the Confidentiality Education and Awareness Committee. The person with the winning suggestion will receive an autographed football from New England Patriot Deion Branch. Deadline for submissions is Nov. 11.

Submit news tips and story ideas to the *MGH Hotline*

Contact Victoria Brady, editor, at (617) 724-6433;
Christine Johanson Borneo, assistant editor, at (617) 726-0275;
Therese O'Neill, staff writer, at (617) 724-2753;

by fax to (617) 726-7475;

by e-mail to *Hotline@partners.org* or

by mail to the Public Affairs Office,
165 Cambridge Street, Suite 600
Boston, MA 02114.

www.massgeneral.org/news/

MGH Hotline is published weekly by the MGH Public Affairs Office.

(617) 726-2206

November 4, 2005

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Social Services celebrates 100 years of caring and support

In the early 20th century, when Richard Cabot, MD, first began working in the MGH's outpatient clinics serving the poor, many of his patients suffered from more than just illness and disease. Although they sought treatment for medical ailments, Cabot realized that their physical health problems often were exacerbated by poverty, lack of resources and other unmet social needs. In 1905, he developed a pioneering response: a medical social services program. Together with social worker and nurse Ida Cannon, RN, who joined him in his innovative work in 1907, they founded the first-ever hospital-based social work program.

In honor of this historic anniversary, the MGH Social Services Department hosted "Innovation at 100," a two-day celebration held Oct. 27 and 28 at the Hynes Convention Center in Boston. Medical social workers from throughout the country shared in the milestone event, which featured keynote speakers Thomas P. Glynn, MSW, PhD, chief operating officer for Partners HealthCare; and Gary Bailey, MSW, ACSW, chair of the National Social Work Public Education Campaign. Glynn's presentation explored the future of the health care environment and its challenges for social work, while Bailey, noting that "a centennial is a time to reflect, a time to plan and a time to move forward," examined the history of medical social work, its present and its future.

From left, Ann Daniels, executive director of MGH Social Services and Charlotte C. Martin Cannon Schlesinger, Ida Cannon's niece, and Evelyn Bommer, former director of MGH Social Services.

Both days of the celebration featured breakout sessions, which provided an in-depth opportunity for participants to explore the expertise and programs of MGH Social Services. Guests chose from a variety of sessions, including "Social Work at the Ethics Table," "Supporting Lives and Spirits: Tsunami Relief in Indonesia" and "Helping Couples Cope with Cancer: The Partners in Coping Program." Poster sessions held during the Oct. 27 cocktail reception and throughout the Oct. 28 symposium offered additional opportunities to showcase the depth of programming offered by MGH Social Services. The highlight of the celebration was a gala dinner Oct. 27.

Pediatric patients have a spooktacular time

On Oct. 28, the hallways of the MGH were full of princesses, firemen, action figures and cartoon characters, all taking part in the annual trick-or-treating for MassGeneral Hospital for Children patients and their families. The nurses and staff who accompanied the children also were dressed in their own Halloween costumes, as were many of the people who handed out candy to the trick-or-treaters. Pediatric patients who were unable to join in the journey around the hospital were given their own specially collected bags of candy. The holiday festivities kicked off Oct. 25 with a Halloween pizza party sponsored by Angels Above, an organization that brings fun and smiles to young patients such as Jennifer Martinez, *left.* On Halloween day, the children continued their celebration by decorating cookies and pumpkins.

Women's health research event celebrates collaboration

In her Oct. 21 talk initiating a weeklong celebration of women's health research, Elizabeth Ofili, MD, MPH, *below*, described how trends in cardiovascular disease are diverging between men and women, with rates of death dropping significantly among men in recent years while remaining steady for women. Although understanding of the mechanisms behind heart disease has led to new therapeutic approaches, she noted, "We still need to know whether all treatment strategies work just as well for all patients." Ofili, who is associate dean of Clinical Research and chief of Cardiology at Morehouse School of Medicine in Atlanta, also commented on the impressive collaborative approach to research she witnessed during her day at the MGH.

Some of the fruits of those collaborations were visible in the 34 posters about women's health research projects that hung in the White, Bigelow and Ellison corridors during the following week. Information about the six posters honored with awards of merit is available at *www.massgeneral.org/pubaffairs/issues2005/110405awards.htm.*

"The standing-room-only response to Dr. Ofili's talk and the participation of so many departments in the poster session is a tribute to the depth of women's health research at the MGH," says Anne Klibanski, MD, director of the MGH Neuroendocrine Unit and chair of the Women's Health Research Committee. "Given the number and enthusiasm of this year's participants, we hope to expand the scope and the involvement of our entire research community in next year's event."

New chief of Molecular Biology

Bob Kingston, PhD, has been named chief of the Department of Molecular Biology, formalizing the role as interim chief he assumed a year ago. He succeeds Howard Goodman, PhD, who retired last July after leading the department since its inception in 1981.

Kingston joined Molecular Biology in 1985 and helped to build the department into a widely respected center for basic research, teaching and training. Before coming to the MGH, he earned his PhD from the University of California, Berkeley, and completed his postdoctoral work at the Massachusetts Institute of Technology. In 1995, Kingston became a full professor at Harvard Medical School, and currently leads the graduate program in Biological and Biomedical Sciences. His lab is investigating the complex processes by which some genes are activated and others are turned off, which is essential to the correct function of cells and the structure of the tissues they constitute.

"Bob has done an outstanding job at the helm of this department as interim chief, and I am confident that his scientific expertise and excellent leadership skills will further guide the department as one of the premier molecular biology centers in the world," says Peter L. Slavin, MD, president of the MGH. ●

ADVANCES

HapMap project helps simplify the search for disease-related genes

Last week's completion of the first phase of the Haplotype Map (HapMap) Project marked a turning point in the application of genomic information to understanding and treating common diseases. A central paper describing the project's work was published in the Oct. 27 issue of *Nature*, with David Altshuler, MD, PhD, of the MGH Center for Human Genetic Research (CHGR), Molecular Biology and the Diabetes Unit, as co-corresponding author. Altshuler, Mark Daly, PhD, also of the CHGR, and colleagues published three other papers simultaneously in *Nature Genetics*, *PLoS Biology* and *Genome Research* describing patterns of common genetic variation in DNA samples from volunteers in specific regions of Nigeria, China, Japan and the U.S. Their findings confirm the tendency of genetic variants to be inherited together in blocks known as haplotypes and address the application of this work to disease research and studies of human evolution.

"The HapMap is a powerful new tool for exploring the root causes of common disease and is already being used by MGH researchers to search for genes that cause type 2 diabetes, bipolar disorder and cancer," says Altshuler. While it is well known that serious diseases can run in families, understanding the impact of inheritance has been challenging, since it can involve the interactions of many genes. The HapMap effort succeeded in mapping more than 1 million genetic markers that will help narrow areas of focus for researchers.

"The project's data is particularly valuable to groups of investigators that bring together expertise in clinical medicine, genomics and statistics – exactly what now exists at the MGH in the CHGR and in other programs," says [illegible]. "We are tremendously eager to get going with colleagues across the MGH and Boston." ●

CarePages help family and friends stay in touch

Labor Day proved far from festive for the Mannion family of Pittsfield, N.H. Instead, a terrible car accident left 18-year-old Lucas Mannion with severe head trauma that brought him to the MGH for emergency surgery and treatment. For the past two months, his entire family has traveled back and forth from New Hampshire to Boston to look after Luke during his recovery.

Among the many challenges the Mannions faced during this time was how to keep their family members and friends apprised of Luke's condition and progress. "We were getting hundreds of phone calls from our family, friends and kids at Luke's school," says Dennis Mannion, Luke's father. "We couldn't keep up with it all."

Fortunately, on the Mannion's second day at the MGH, their oldest daughter picked up a CarePages brochure that would help the family solve their communication predicament. The brochure explained how to create a free webpage offered by the MGH that allows patients and their families to share information 24 hours a day, seven days a week.

In a matter of minutes, the Mannions created their own CarePage from their home computer. The CarePage kept their circle of friends and family involved with Luke's care, even though many of them could not travel to Boston to visit him in person. CarePages enabled the Mannions to post daily updates of Luke's progress for those invited to the site through a secured password. Visitors can send Luke good wishes by posting to the message board on his CarePage. The Mannions also displayed pictures of Luke before the accident in the photo gallery section of the site.

"We've received hundreds of online visits since we started the CarePage," says Mannion. "Some people visit the site almost every day. It really shows us how many people care about Luke and are concerned."

CarePages was piloted on several MGH patient care units with positive feedback from patients like Luke and his family. The site now is being offered hospitalwide to all MGH inpatients and outpatients. Patients are encouraged to set up their site at home before hospitalization if possible or, if they are at the MGH, they can use the computer terminals in the Blum Patient and Family Learning Center.

To access CarePages, visit *www.carepages.com/mgh* or the MGH website at *www.massgeneral.org/carepage*. Easy-to-follow instructions show users how to set up their own CarePage. ●

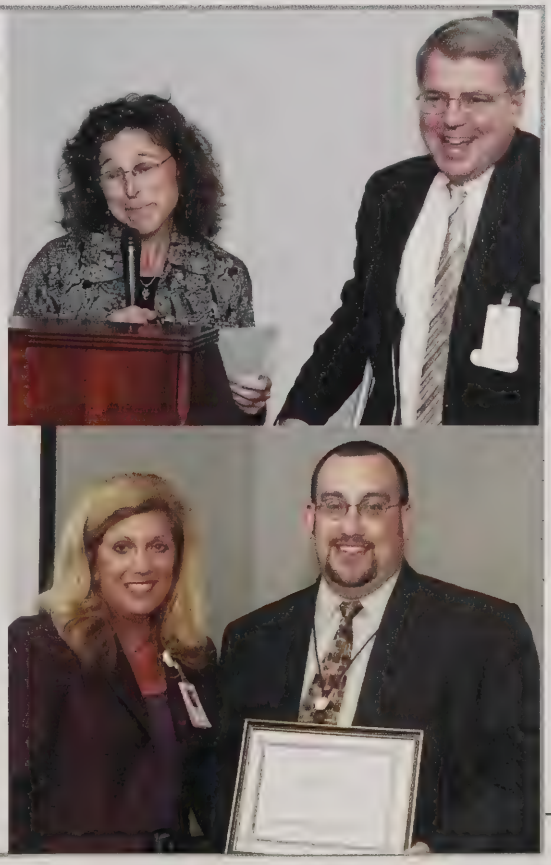
Spotlight on domestic violence

In recognition of October as Domestic Violence Awareness Month, the MGH Domestic Violence Working Group (DVWG), MGH Men Against Abuse and the Partners Employee Assistance Program (EAP) joined together to offer a series of educational events throughout the month.

On Oct. 9, Ben Atherton-Zeman, a spokesperson for the National Organization for Men Against Sexism and a prevention educator, performed a one-man play, "Voices of Men," which used humor and facts to illustrate the need for men to raise their voices to stop violence against women.

Later in the month, the group hosted a panel that focused on the effects of domestic violence on employees and their workplace. Emily Rothman, assistant professor at Boston University School of Public Health, shared results from a study of female Partners employees who had been victims of domestic violence. David Adams, executive director of Emerge, an abuser education program, presented myths and realities about batterers. Donna Kausek, an MGH domestic violence specialist for the EAP, and Matt Thomas, a senior investigator in the Special Investigations Unit for MGH Police and Security, completed the panel.

At the beginning of both events, the DVWG presented an Unsung Hero award. Two founding members of MGH Men Against Abuse received this year's awards: James Heffernan, chief financial officer for the Massachusetts General Physicians Organization, *top right,* with Bonnie Zimmer, MSW, of the DVWG, and Matt Thomas, *bottom right,* with Bonnie Michelman, director of Police and Security.



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MGH HOTLINE

WHAT'S HAPPENING

Optical coherence tomography symposium
The Wellman Center for Photomedicine, the Harvard-MIT Health Sciences and Technology Division and the Center for Integration of Medicine and Innovative Technology will co-host "Optical Coherence Tomography Symposium: Advanced Capabilities for Clinical Practice and Basic Research" Nov. 7, from 8:15 am to 5 pm in the third floor Conference Center of the Simches Research Center. This symposium is approved for CME category I credit. For more information or to register, visit *cme.med.harvard.edu/courses/optical.*

Working and breastfeeding presentation
The MGH Employee Assistance Program (EAP) will sponsor a work/life seminar on working and breastfeeding Nov. 8, from noon to 1 pm at VBK Room 401. Germaine Lambergs, RN, IBCLC, MGH lactation consultant, will teach expectant and nursing mothers about breast feeding basics. For more information, contact (617) 726-6976.

EatWISE, Eat Smart lecture
The MGH Senior HealthWISE program will host a six-week nutrition workshop for seniors 60 years and older on Thursdays, beginning Nov. 10, from 1 to 2 pm at the West End Library. The series will feature hands-on exercises, group discussions and cooking demonstrations. Admission is free, and pre-registration is required. For more information or to register, call (617) 724-6756.

Nominations for psychotherapy award
The Endowment for the Advancement of Psychotherapy is seeking nominations for the Award for Leadership in the Advancement of Mental Health to honor those who have made a significant contribution to the understanding of psychotherapy. To request a nomination form, send e-mail to *advancepyschotherapy@comcast.net* or to *boriordan@partners.org.* Completed forms can be sent to Beverley O'Riordan, WACC, Room 812; by e-mail to *advancepsychotherapy@comcast.net* or by fax to (617) 492-7133. All nominations must be received by Nov. 15.

14th annual pediatric memorial service
The MGH Comfort and Support After Loss Team will be holding the 14th annual Neonatal, Pediatric and Obstetric Memorial Service Nov. 6, from 2 to 4 pm in the O'Keeffe Auditorium. The service is for parents, staff and families to honor the lives of children who have died. For more information, contact Fredda Zuckerman at (617) 724-3177.

Simches Research Center reception
A reception celebrating the opening of the Richard B. Simches Research Center will be held Nov. 15, from 2 to 4 pm on the third floor. At 2:15 pm, there will be a short program featuring Peter Slavin, MD, president of the MGH; David Torchiana, MD, chairman and chief executive officer of the Massachusetts General Physicians Organization (MGPO); and Rick Bringhurst, MD, senior vice president of Medical Services and Research for the MGH and the MGPO. Light refreshments will be served. An MGH badge is required to be admitted. For more information, call Sunayana Jhalani-Dyer at (617) 724-7835.

Menopause and health presentation
The MGH Women's Health Coordinating Council will host "Menopause and Your Health" Nov. 15, from 5:30 to 8 pm at the Yawkey Center for Outpatient Care. The program will help women understand menopause and treatment options. The registration fee is $25, and scholarships are available. For more information, contact Mary Ellen Heike, RN, at (617) 724-8044 or at *mheike@partners.org.*

United Way starts off strong

United Way
United Way of Massachusetts Bay
"I give to the United Way because they support many charitable organizations I can choose among charities that benefit child development, youth opportunities sustainable employment, affordable housing and many more. Or I can allow the United Way to choose where my donation will help most. I'll never miss it; and they'll never forget it."
– Kerry Stevenson of MGH Police and Security at the MGH Revere HealthCare Center

The 2005 MGH United Way campaign – which began Oct. 25 and runs through Nov. 18 – has reached its halfway point. So far, the campaign has achieved 55 percent of its goal, raising more than $191,000. The goal of this year's campaign is $350,000.

MGHers still have time to help make a difference in someone's life by making a donation, which automatically enters them into a weekly raffle drawing. To donate directly online or for more information about the campaign, visit *www.massgeneral.org/unitedway.*

Submit news tips and story ideas to the *MGH Hotline*

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Therese O'Neill, staff writer, at (617) 724-2753;

by fax to (617) 726-7475;

by e-mail to *Hotline@partners.org* or

by mail to the Public Affairs Office,
165 Cambridge Street, Suite 600
Boston, MA 02114.

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November 11, 2005

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Employee bonus program highlights leadership meeting

Updates on the hospital's clinical growth strategy and the status of the quality and safety initiatives were presented at the quarterly leadership meeting Nov. 2, with a much-anticipated announcement saved for last – the introduction of an employee bonus program.

"We've had a remarkable year financially and otherwise," said Peter L. Slavin, MD, president of the MGH. "Just nine months ago, we were behind budget, but with your dramatic response to find ways to get us back on track, we finished the fiscal year $14 million ahead of budget. Some of this will go to reserves for other programs, but I am pleased to announce that a significant portion will go directly to our employees to recognize the incredible work they do every day."

Jeff Davis, senior vice president for Human Resources, outlined the bonus program. On Nov. 17, full-time, weekly paid employees who have worked at the MGH since March 31 or before and are still active as of Nov. 12 will receive a $500 bonus. For full-time employees who began work after April 1, the bonus will be $250. Part-time employees will receive $250 if employed before March 31, and $125 if after April 1. For Bulfinch temporary staff, employees who work per diem or less than 20 standard hours but more than 400 hours annually will receive $125.

Also at the leadership meeting, Ann Prestipino, senior vice president for Surgical and Anesthesia Services and Clinical Business Development, reported about the important progress the Clinical Business Development Committee has made in managing the hospital's multiple plans for clinical growth and business development. A number of plans are under way to expand ambulatory care outside of the main campus. The MGH is partnering with North Shore Medical Center to develop a multidisciplinary ambulatory care center; and additional ambulatory care space is planned for Mass General West.

In addition, business planning activities have intensified with several multi-disciplinary programs – including Cancer, Cardiac Services, Gastroenterology and GI Surgery, Vascular Services, Neurosurgery, Primary Care and MassGeneral Hospital for Children – following a detailed roadmap designed to guide the planning process in a strategic direction toward final implementation. Some common themes have arisen during the planning process that will need to be considered for some departments to achieve their growth targets – such as recruiting more physicians, using advanced technology, creating integrated centers of care, addressing capacity issues, leveraging use of sites in the community and increasing outreach and marketing.

Joan Fitzmaurice, RN, PhD, co-director of the MGH Office of Quality and Safety, gave an update about the hospital's ongoing quality and safety improvement projects. Incident reporting to outside

(Continued on Page 2)

'Tis the season for PIE – the Partners In Excellence awards ceremony

It's that time of year when thoughts turn to PIE – apple, pumpkin and the Partners In Excellence (PIE) awards. MGHers are invited to join Peter L. Slavin, MD, president of the MGH; James Mongan, MD, president and CEO of Partners; and Jeff Davis, senior vice president for MGH Human Resources, in congratulating the recipients of the PIE Awards, Dec. 2, at 3 pm in the WACC Lobby. Nearly 4,000 MGH and Partners employees will be honored for their outstanding contributions to Partners this year. The celebration will include a ceremony recognizing all MGH individual and team recipients, a video presentation – which will feature the MGH dancers as well as dancers from each Partners institution – and a reception. For more information, call (617) 724-9743.

The MGH dancers – volunteers from various departments throughout the hospital – practice the routine for the video.

MGH stroke team receives Nesson Award

The MGH Acute Stroke Service was presented with a Nesson Award for Innovation from Partners Community HealthCare, Inc. (PCHI), at its recent annual meeting. Named for H. Richard Nesson, MD, PCHI's founder and the former president of Partners HealthCare, the awards are given annually to PCHI physicians and groups who exemplify Nesson's commitment to improving care.

Led by Lee Schwamm, MD, director of TeleStroke and Acute Stroke Services, the Acute Stroke Service has developed a number of high-tech innovations that have changed the treatment of acute stroke patients and the work lives of physician and nursing staff. The team developed a web site, *www.acutestroke.com,* that offers comprehensive medical information along with guidelines and educational tools for patients, providers and caregivers; created a regional acute stroke telemedicine network that uses videoconferencing technology to allow MGH neurologists, radiologists and other specialists to provide real-time clinical assessments and medical consultations to outlying community hospitals; and established a wireless network in the MGH's Neuro Intensive Care Unit, which allows physicians and nurses to view the patient's electronic medical record, review test results and order additional medications and tests on a laptop computer while in a patient's room.

From left, Thomas Lee, MD, CEO of PCHI, and Schwamm

Award winners Loomis, left, and French

MGHers win International Sharps Injury Prevention Award

Brian French, RN, professional development coordinator for the MGH Knight Nursing Center for Clinical and Professional Development, and Susan Loomis, RN, director of Occupational Health for Partners HealthCare, have been selected as two of the six winners of the 2005 International Sharps Injury Prevention Award. The award is presented by *Managing Infection Control* magazine and the International Sharps Injury Prevention Society. The peer-nominated award calls for health care professionals to recommend colleagues who have gone beyond the call of duty to make the workplace safer for both patients and staff.

French and Loomis have been dedicated to communicating to physicians, nurses and staff the importance of safe practices and safe product use to prevent sharps injuries at the MGH. Both have been active members of the MGH Needlestick Reduction Task Force since its inception in 1991.

"It's an honor to receive this award in recognition of our work, and we are happy to accept it on behalf of the dedicated clinicians and staff of the Needlestick Reduction Task Force," said French.

– Employee bonus program highlights leadership meeting

(Continued from Page 1)

regulatory agencies has improved during the last two years particularly with the Board of Registration in Medicine, which has new reporting requirements.

Significant strides have been made in a number of important quality areas – such as reducing the use of unaccepted abbreviations, signing verbal orders within 24 hours, establishing a pneumococcal vaccine program and decreasing the number of hospital-acquired infections with improved hand hygiene compliance. She also outlined some current safety improvement projects that will have a positive effect on hospital operations – such as the medication safety initiative to improve narcotic use education, decreasing patient falls by installing bed alarms and instituting a universal protocol policy to monitor procedure safety. ●

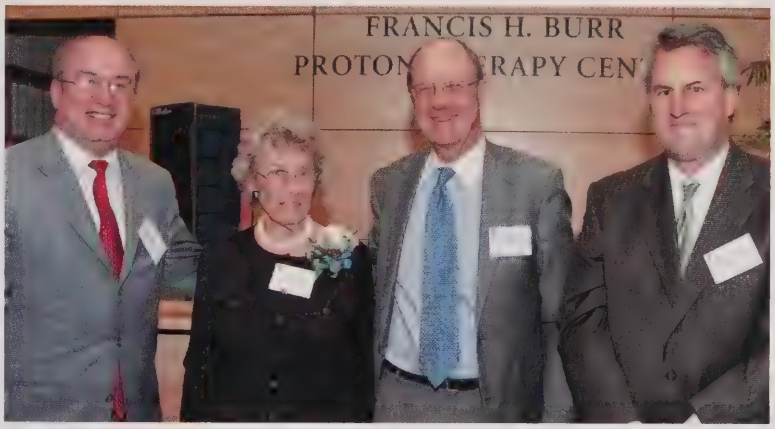
MGH HOTLINE

MGH proton therapy center now carries the name of a trusted friend

In a moving ceremony held Nov. 1, the MGH Northeast Proton Therapy Center was renamed the Francis H. Burr Proton Therapy Center in honor of Francis "Hooks" Burr, who devoted more than 40 years of his life to shaping and strengthening the MGH. Burr served as an MGH trustee from 1962 to 1987, as chairman of the Board of Trustees from 1982 to 1987 and as an honorary trustee until his death in 2004. He was particularly interested in the medical applications of proton beam therapy, which attacks tumors with a high degree of precision while sparing surrounding healthy tissues.

Burr joined the MGH Radiation Oncology Visiting Committee in 1972 and was an early proponent of the MGH facility. "Hooks advocated for a proton therapy center to be located at the MGH," said Peter L. Slavin, MD, president of the MGH. "He understood that for proton therapy to be more effective, it needed to be close to where patients were receiving their ongoing care."

Slavin; Lucy Burr, Burr's widow; Edward P. Lawrence, Esq., chairman of the MGH Board of Trustees and a trustee of the Massachusetts General Physicians Organization; and Jay S. Loeffler, MD, chairman of the MGH Department of Radiation Oncology, *(pictured below from left),* formally opened the center with a ribbon cutting. A reception and tour of the facilities followed. The center first treated patients at the MGH in November 2001.



MGH leaders head back to school

Peter L. Slavin, MD, president of the MGH, and David F. Torchiana, MD, chairman and chief executive officer of the Massachusetts General Physicians Organization, took a break from their daily routines Nov. 1 to participate in the Boston Plan for Excellence's Principal for a Day program. This year, 100 CEOs, health care leaders, university presidents, nonprofit directors and elected officials participated in the program to see what students have accomplished and to learn what challenges remain for school staff.

Slavin, who was assigned to Timilty Middle School, and Torchiana, who was assigned to Health Careers Academy, spent the morning shadowing the principal, observing classroom instruction and sitting in on study groups. In the afternoon, the "principals for a day" participated in round-table discussions with Boston Mayor Thomas M. Menino; Thomas W. Payzant, PhD, Boston School superintendent; and Chad Gifford, chairman emeritus of Bank of America and chairman of the board of the Boston Plan for Excellence; and shared their experiences and offered their observations.

Build-A-Bear party brings new friends to pediatric patients

Stuffed teddy bears, dogs, elephants and cats came to life as treasured friends at the third annual Build-A-Bear for MGH party held Oct. 23, at the Build-A-Bear store at the South Shore Plaza in Braintree, Mass. Hosted by volunteer Rona Matisoff – who organized the first party in October 2003 to celebrate her 30th anniversary of volunteering with MassGeneral Hospital for Children (MGHC) patients – the party gives guests the opportunity to "give back" to the hospital by stuffing and dressing the animals that will be distributed to patients with chronic diseases at MGHC. The Build-A-Bear company donated all of the stuffed animals, and Peter Catanese of Norwood, Mass., provided the animals' outfits in memory of his son, Christopher John. After all of the toys were stuffed, dressed and given new names, the party continued with a potluck lunch. The 70 stuffed animals completed this year will be distributed – complete with birth certificates and a "condo" in which to be taken home – during the next few months.

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MGH HOTLINE

WHAT'S HAPPENING

Partners patient safety newsletter

The first issue of the Partners patient safety newsletter "Safety Net" now is available online. It features tips and information about how to keep patients safe and can be accessed at *intranet.partners.org/ClinicalAffairs/content/Newsletter/Current.pdf*.

PCWD website launch

The Partners in Career and Workforce Development (PCWD) has launched its redesigned website, which features new information about health care careers and higher education. PCWD will host an information table Nov. 16, from 11 am to 1 pm in the Main Corridor next to Coffee Central. Cookies and cider will be served. For more information, visit *www.partners.org/pcwd*.

Burr Scholarship for Occupational Therapists

Applications are being accepted for the Burr Scholarship for Occupational Therapists for Partners occupational therapists in post-professional programs at the MGH Institute of the Health Professions. All applications must be received by Nov. 19. For eligibility requirements or to access an application, visit *www.mghihp.edu/Admissions/financialaid.html*.

CNY blood drive

The MGH Bloodmobile will host a blood drive Nov. 16, from 8:30 am to 2 pm at CNY. The Bloodmobile will be parked on 13th St. in front of CNY Building 149. All employees are welcome, and an ID badge is necessary to donate. For more information or to schedule an appointment, call Susan Murphy at (617) 724-6518.

EAP healthy lifestyle seminar

The Employee Assistance Program (EAP) will host "How to Be a Healthier You" Nov. 17, from noon to 1 pm in the Thier Conference Room. The seminar will teach participants about nutrition, fitness and stress reduction. The panel includes Lillian Sonnenberg, DSc, RD, LDN, manager of MGH Ambulatory Nutrition Services, and Kate Brill-Daley, general manager, Michelle Connelly, massage therapist, and Joe Dankese, personal trainer, all of The Clubs at Charles River Park. Admission is free. For more information, call (617) 726-6976.

MGH basketball league

The MGH fall/winter basketball league will begin Dec. 5. The league is open to both men and women, and all players must be MGH/PHS employees. For more information or to register, send e-mail to Larry Washington at *llwashington@partners.org*.

Last week to donate to the MGH United Way campaign

There still is time to make a donation to the MGH United Way campaign, which comes to an end Nov. 18. To donate directly online, visit *www.massgeneral.org/unitedway*. Anyone who donates will be entered into the weekly raffle drawing and the grand prize raffle. Donations must be received by 5 pm Nov. 18. You'll never miss it, and they'll never forget it. Give today!

MGH blood donor receives a special thank-you

For the donors of the MGH Blood Donor Center, the knowledge that a gift of blood will help another person is a reward in itself. However, for Paula Wright, RN, of the MGH Infection Control Unit, a donation this past summer brought an unexpected bonus — a pair of roundtrip tickets to any destination served by Independence Air. Wright was the grand-prize winner in a raffle for MGH donors who participated in the MGH vs. BWH Blood Donor Challenge, held to encourage donations during the critical summer months — a time when the number of blood donations drop, even as the amount of blood needed to maintain supplies stays the same. Wright, a longtime donor, said, "Although my schedule is very busy, I try to donate to the Blood Donor Center whenever I can." She plans to use her plane tickets to visit her sons in Florida.

Wright, left, receives her prize from Alison Hornaish of the Blood Donor Center

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Christine Johanson Borneo, assistant editor, at (617) 726-0275;
Therese O'Neill, staff writer, at (617) 724-2753;

by fax to (617) 726-7475;

by e-mail to *Hotline@partners.org* or

by mail to the Public Affairs Office,
165 Cambridge Street, Suite 600
Boston, MA 02114.

www.massgeneral.org/news/

MGH Hotline is published weekly by the MGH Public Affairs Office.

(617) 726-2206

November 18, 2005

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

A decade of compassion – Schwartz Center celebrates milestone anniversary

It has been 10 years since health care lawyer Ken Schwartz died of lung cancer at age 40. Shortly before his death, Schwartz wrote an article that appeared in the *Boston Globe Magazine* describing his struggle with the illness and his relationship with his care providers. In that article, Schwartz detailed his interactions with his doctors, nurses, therapists and other caregivers and how their open, compassionate and human relationships with him helped him through his darkest moments. These gestures of kindness and benevolence – the human connection – touched him deeply. "The rule books, I'm sure, frown on such intimate engagement between caregiver and patient," Schwartz wrote. "But maybe it's time to rewrite them."

During the past decade, those rules have indeed been rewritten. Through various programs and lectures, the nationally recognized Kenneth B. Schwartz Center, established shortly after his death, promotes the delivery of medical care in which trust, hope and compassion are paramount to the patient-caregiver relationship. This relationship, and the success of programs dedicated to strengthening it, recently was highlighted at the 10th annual Schwartz Center celebration, featuring a symposium and dinner, held Nov. 3 at the Boston Convention Center. More than 1,800 members of the health care community, family, friends and supporters attended the celebration.

The symposium, entitled "Beyond the White Coat and Johnny: What Makes for a Compassionate Patient-Caregiver Relationship?," was facilitated by veteran journalist John Hockenberry, with physicians, nurses and patients participating.

The dinner program included a touching video presentation entitled "A Decade of Compassion," which focused on the accomplishments of the center; the presentation of the much-anticipated Schwartz Center Compassionate Caregiver of the Year Award to Paul G.K. Jodka, MD, of Baystate Medical Center in Springfield, Mass.; and a tribute to the Project HOPE and Project Helping Hands caregivers who were deployed across the globe to provide humanitarian assistance to victims of natural disasters, many of whom were in attendance.

The evening culminated in a performance by the Longwood Symphony Orchestra *(above)* with internationally acclaimed flautist Eugenia Zukerman. This year's event raised more than $2 million for the Schwartz Center's programs.

Pediatric memorial service provides comfort and support

Families, friends and members of the MGH staff joined together in the O'Keeffe Auditorium Nov. 14 for the 14th annual Pediatric Memorial Service to honor children who have lost their lives and provide comfort and support to the families and staff who loved them.

The service included readings from parents, siblings and relatives; a naming ceremony, which allowed family members to announce their child's name; and musical performances by choirs from the St. Thomas Villanova Church and the St. Florence Parish.

Families also were invited to decorate an oval-shaped piece of fabric in memory of their child. The fabric ovals, *left*, were displayed at the service and will be used to make a memory book to be displayed at next year's service.

The service was sponsored by MassGeneral Hospital for Children's Comfort and Support After Loss team, which is comprised of child-life specialists, clergy, nurses, physicians and social workers.

POE-CBORD communication protects patients

With much fanfare the MGH welcomed a new communication vehicle between the Provider Order Entry (POE) system and CBORD – the computer system MGH Nutrition and Food Services uses – at a ribbon-cutting ceremony and reception held Oct. 27 in the Trustees Room. The new interface with POE, which has been used at the MGH since 1998, allows physicians' orders for patients' diets to be sent to CBORD as soon as they are written. Prior to this automatic communication, operations assistants manually transcribed all diet orders, which were picked up by Nutrition and Food Services staff members and then phoned to the department's data center. Once received at the data center, the diet changes were entered into CBORD. By eliminating the middle steps of the process, the POE-CBORD interface dramatically decreases the potential for error – an important health and safety measure, given that many patients are on restricted diets. Improved patient satisfaction and an easier workload for nursing and nutrition staff are some of the new system's additional benefits. Since its implementation in September, the accuracy of meal orders has increased to 95 percent.

From left, Marita Prater, RN, of Clinical Nursing Services; Jane Williams, RD, LDN, of Nutrition and Food Services; and Irina Kamis and Harold Myers, both of Partners Information Systems.

Simches Center hosts employee reception

The MGH hosted a reception for employees and staff at the Richard B. Simches Research Center Nov. 15 to celebrate the opening of the facility. Peter L. Slavin, MD, president of the MGH; David F. Torchiana, MD, chairman and chief executive officer of the Massachusetts General Physicians Organization; and Richard Bringhurst, MD, senior vice president of Medicine and Research Management, welcomed the guests to the center.

Approximately 60 percent of the building is devoted to four thematic centers – the Center for Computational and Integrative Biology, the Center for Human Genetic Research, the Center for Regenerative Medicine and the Center for Systems Biology. Brain Tumor Research, Molecular Biology, the Cancer Center, Psychiatry Clinical Research, the Cardiovascular Research Center, Renal Medicine, Pediatric Surgery and the Clinical Research Program – as well as the Plaza Café and a large conference center – occupy the other 40 percent of the building space.

"We are in the midst of an exciting era in biomedical research," said Bringhurst. "The work that is going on here will surely result in revolutionary advances in our ability to treat and prevent diseases in the future." ●

Art auction supports depression awareness

The first MINDSCAPES Gala Art Auction debuted Oct. 15 at the Boston Marriott Copley Place, raising nearly $120,000 for the MGH Depression Clinical and Research Program (DCRP). The concept of MINDSCAPES – promoting awareness for early identification and effective treatment of depression through art – was created by event co-chairs Stacy Sweeney and Wendy Tulman, both members of the DCRP Advisory Council. Guests at the auction bid on 40 pieces of art, which were selected by a panel of judges from more than 120 worldwide submissions. Gloria Lieberman of the Skinner auction house was the auctioneer for the night while Sara Edwards, former entertainment reporter for WHDH Channel 7 News in Boston, served as emcee.

MINDSCAPES kicked-off with a two-city exhibition held Sept. 24 to 29 at the Art Institute of New York City, and Oct. 6 to 15 at the New England Institute of Art in Brookline, Mass. It also launched the annual Roger S. Goldstein Depression Awareness Calendar, a collection of 12 works of juried art, many of which were created and donated by well-known artists whose lives have been affected by depression. ●

Eliminating health care disparities: Multicultural Advisory Committee established

Since 2002, when Boston Mayor Thomas Menino convened Boston hospital CEOs to explore the role the hospitals were playing in eliminating health care disparities, the MGH has taken a leadership role in addressing this issue that often prevents minorities from receiving equal access to and the same quality of care as white Americans. The MGH Committee on Racial and Ethnic Disparities – which was established by Peter L. Slavin, MD, president of the MGH – has made significant strides in examining these disparities and searching for solutions.

During the past year, the Patient Experience of Care subcommittee of the larger Disparities Committee has made several important recommendations to address issues faced by MGH minority patients. One recommendation was to establish a committee of community experts to help guide the MGH in its commitment to address disparities at all levels of the organization.

The MGH Multicultural Advisory Committee *(above)* was formed last fall by Slavin, who co-chairs the committee with Jeanette Ives Erickson, RN, MS, senior vice president for Patient Care Services and chief nurse. Members of the committee represent an array of organizations that promote ethnic and racial diversity throughout Boston – such as the Union United Methodist Church, Centro Latino, the Urban League and the Mattapan Community Health Center – as well as MGH staff members involved with hospital diversity efforts.

"Our goal in forming this council was to invite members of the community to give us feedback about our performance in addressing the very serious issue of health care disparities among minority groups," says Slavin. "We've asked these members to advise us on the experience of care from different minority communities, how the MGH is perceived as a provider and community member by minority communities, and to review our programs that aim to address disparities."

The committee has met quarterly in the past year and has assessed a variety of issues and programs that focus on areas that can contribute to the causes of disparities. Nakela Cook, MD, MPH, of MGH Cardiology, presented the results of a patient telephone survey she conducted last year with Karen Donelan, of the MGH Institute of Health Policy, that asked minority patients for feedback about their experiences at the hospital. Reflecting on the results of the survey, the committee decided to focus on the role that front-line staff play in making all patients feel welcome. At the most recent committee meeting, they heard a presentation from the Cancer Center about a project implemented to meet the needs of front-line and support staff. The committee will make recommendations for next steps in future meetings.

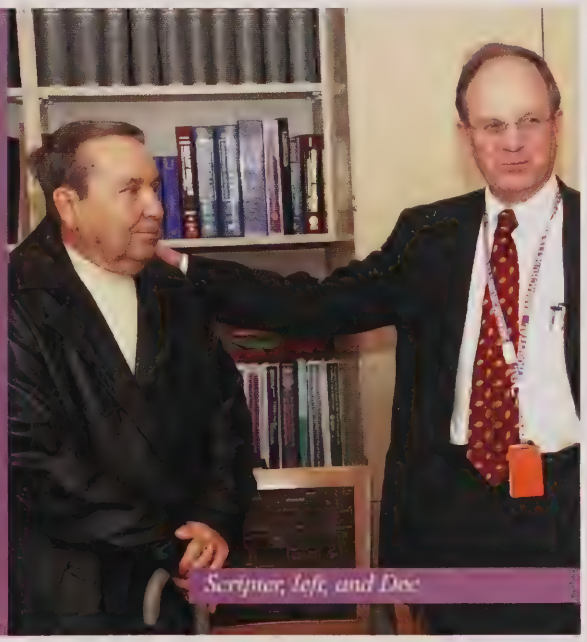
"Already this group has proven to be invaluable by giving us vital feedback about our programs that we might not have received from our internal audiences," says Ives Erickson. "We look forward to working with them even more closely as we continue our efforts to resolve the unacceptable disparities in care that minority patients experience – not just at the MGH but at hospitals across the country." ●

A happy anniversary for first MGH heart transplant patient

John A. Scripter, the first patient at the MGH to receive a heart transplant, celebrated a special anniversary at the beginning of November – the 20th anniversary of his new lease on life. On Nov. 4, Scripter and his wife Linda returned to the hospital for a routine checkup with his cardiologists. Following the checkup, a reception, complete with presents and cake, was held to honor Scripter and the 20 years the MGH Cardiac Transplantation Program has existed.

His caregivers – including G. William Dec, MD, chief of Cardiology, and Marc Semigran, MD, medical director of the Heart Failure and Transplantation Program – helped celebrate this milestone. Even Marshall Jacobs, MD, who led the surgical team during Scripter's surgery and now is chief of Pediatric Cardiothoracic Surgery at St. Christopher's Hospital for Children in Philadelphia, called to wish Scripter a happy anniversary.

"Twenty years ago after the surgery was over, I woke up and felt better than I had in awhile," said Scripter. "I was lucky to be given an opportunity to live a normal life."



Scripter, left, and Dec

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MGH HOTLINE

WHAT'S HAPPENING

Change in *Hotline* schedule
Due to the Thanksgiving holiday, the *MGH Hotline* will not be published Nov. 25. The regular printing schedule will resume Dec. 2. To submit story ideas and announcements, send e-mail to *Hotline@partners.org*, call (617) 726-2206 or fax (617) 726-7475.

Ethics Task Force forum about tsunami relief efforts
The MGH Ethics Task Force will host a forum "Triage Decisions and Scarce Resources in the Tsunami Relief Effort in Indonesia" Dec. 9, from noon to 1 pm in the Sweet Room, Gray-Bigelow 432. The presenter will be Connie Wilson, RNC, staff nurse for the MGH Obstetrical Service. For more information, send e-mail to *erobinson1@partners.org*.

Senior HealthWISE lecture
The MGH Senior HealthWISE lecture series will host "Designing an Exercise Program that Works for YOU" Nov. 22, from 11 am to noon in the Walcott Conference Rooms. Kate Brill-Daley, general manager of The Clubs at Charles River Park, will present. For more information, call (617) 724-6756.

New location for MGH Dermatology
The MGH Department of Dermatology and the MGH Dermatology Laser and Cosmetic Center have moved their offices to 50 Staniford St., Suite 250. For more information, call (617) 724-6960.

PIE awards ceremony
The annual Partners in Excellence (PIE) awards ceremony will be held Dec. 2, at 3 pm in the WACC Lobby. Nearly 4,000 MGH and Partners employees will be honored for their outstanding contributions to Partners this year. The celebration will include a ceremony recognizing all MGH individual and team recipients, a video presentation and a reception. For more information, call (617) 724-9743 or send e-mail to *partnersinexcellence@partners.org*.

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165 Cambridge Street, Suite 600
Boston, MA 02114.

www.massgeneral.org/news/

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IN GENERAL

Steven Grinspoon, MD, director of the MGH Program in Nutritional Metabolism and clinical director of the Neuroendocrine Clinical Center, was awarded the American Federation for Medical Research Outstanding Investigator Award for 2005. The award is the society's top honor.

Hadine Joffe, MD, of the MGH Department of Psychiatry, and Nancy Lin, MD, of the Dana-Farber Cancer Institute, received funding for their proposal "Mechanisms of Hot Flushes in Women with Breast Cancer: Neuroimaging of the Hormonal Changes Caused by Aromatase Inhibitor" by the Harvard Medical School's Fund for Women's Health grant program. MGHers Lee Cohen, MD; Darin Dougherty, MD; Janet Hall, MD; and Scott Rauch, MD, also were involved in the proposal.

New tile wall is a mosaic of healing and caring

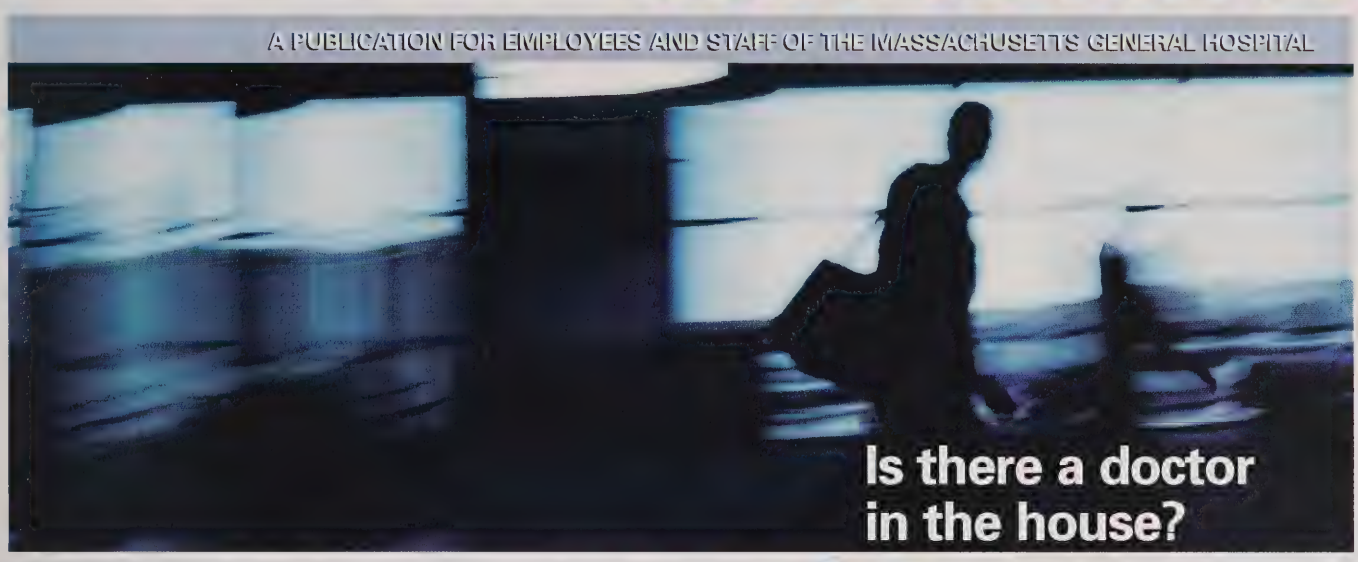
Young patients, their parents and caregivers at MassGeneral Hospital for Children (MGHC) have turned the family room on Ellison 17 into an artistic masterpiece with the recent addition of the Patient-Caregiver Tile Wall. Installed in August, the wall is comprised of individually hand-painted tiles, the first of which were painted in 2003. Several playroom events were held for the young artists, and a specially-equipped rolling cart – stocked with tiles, paints and other supplies – made trips to patients' bedsides allowing them to create their works of art. Some of the tiles came from children and doctors as far away as the Gasilini Children's Hospital in Italy, with whom MGHC has a relationship fostered by the Healing Arts program. Both the MGH Make a Difference grant and the MGH Ladies Visiting Committee provided support for the project, while Jennifer Grella, owner of the Naked Clay pottery studio in Boston, donated the glazing and firing of the tiles. A second wall, soon to be completed, is planned for Ellison 18.

Back row, from left, Mary Lou Kelleher, RN, MS, and Jennifer Grella. Front row, from left, Joan Drescher, Gay Bent and Shannon Scott-Vernaglia, MD.

December 2, 2005

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL



Is there a doctor in the house?

After a long weekend of business traveling, Davinder S. Jassal, MD, a fellow in MGH Cardiology, expected nothing more than to collect his baggage and head home when he arrived at Logan Airport in Boston the evening of Nov. 15. His medical training, however, was put to an unexpected test when a fellow traveler collapsed while standing at a telephone booth. With the traveler rapidly turning blue because of a lack of oxygen, Jassal rushed to his aid and determined that he was in cardiac arrest. He performed CPR, while two bystanders hurried to help him – one called 911 while the other retrieved an automatic defibrillator from a nearby airport security station. Within seconds, Jassal shocked the patient twice with the defibrillator, resulting in a return of his pulse. Because of Jassal's quick action, the man was breathing on his own by the time the paramedics arrived. Coincidentally, Jassal was returning from an American Heart Association meeting held that week in Dallas.

"It was a unique experience resuscitating a patient in a public place where the skills of hospital staff and equipment were lacking," says Jassal. "I am a strong proponent of having automatic external defibrillators available in public places. Although the patient was fortunate to have a physician around, the defibrillator was lifesaving."

Jassal later was able to meet the grateful patient – who was treated at the MGH – and visited him every day during his recovery. ●

WINTER SOLSTICE? HOLIDAY PARTY TIME!

MGH employees are cordially invited to celebrate the upcoming Holiday Season with refreshments, music and holiday cheer during the MGH Holiday Receptions hosted by Peter L. Slavin, MD, President of the MGH

Wednesday, December 14, 2005
Main Campus, Wang ACC Lobby
2 PM to 3:30 PM
&
Main Lobby by Coffee Central
10 PM to Midnight

as well as, Thursday, December 15, 2005
Charlestown Navy Yard Building 149 Lobby
12:30 PM to 1:30 PM

In addition

the Employee holiday sales at the MGH General Store and Yawkey Store will take place on:

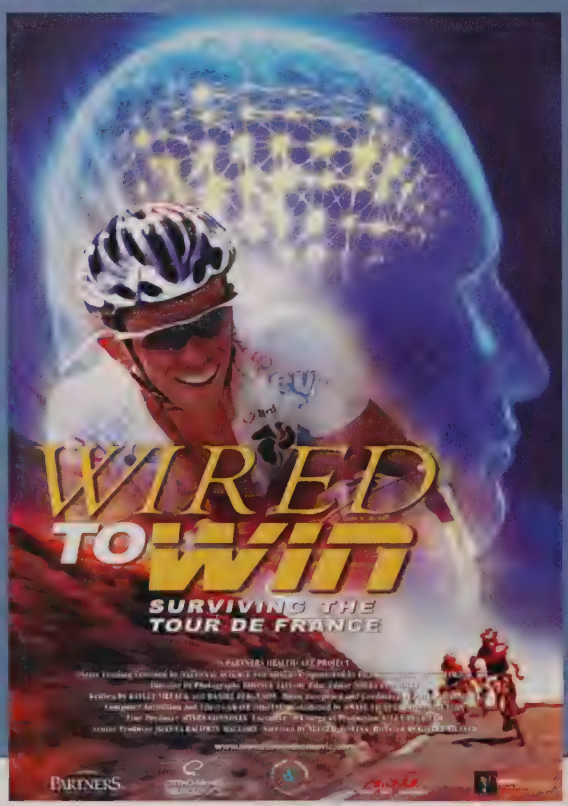
Saturday, December 3rd	6:30pm - 9pm
Thursday, December 8th	8:30am - 7:30pm
Wednesday December 14th	10pm - 12:30am
Thursday December 15th	8am - 6pm (Yawkey store only)

MASSACHUSETTS GENERAL HOSPITAL

New IMAX® movie spotlights the power of the human brain

The brainpower of MGH neuropathologist Matthew Frosch, MD, PhD, soon will be coming to a theater near you. Frosch was part of an advisory team that lent its scientific expertise to the Partners HealthCare-produced IMAX-format film *Wired to Win: Surviving the Tour de France*, which explores the capabilities of the human brain. Integrating IMAX technology, cutting-edge computer and medical imagery and real-life racing drama, the movie shows how the brain responds to stimuli and adapts for success as people learn, train and practice. "Part of my job is teaching neuroanatomy to medical students and graduate students," says Frosch. "The chance to extend that to families and children in a way that they can grasp is very exciting."

The film – funded in part by a National Science Foundation grant and co-sponsored by Ortho-McNeil Neurologics, Inc. – is part of a Partners effort to excite young people about brain biology, encourage further study of the sciences and inspire children to pursue careers in the field. More than 300 Boston-area students gathered Dec. 1 with Boston Mayor Thomas Menino at the Museum of Science for the world premiere. The film will open to the public Dec. 9 and will be released nationally in January. Partners is in the process of planning free screenings for employees to be held in 2006. For more information, visit www.wiredtowinthemovie.com.



MGH investigators named to Scientific American 50

Two MGH researchers have been named to the 2005 *Scientific American 50*, the magazine's annual list of outstanding leaders in science and technology. Zheng-Yi Chen, PhD, of MGH Neurology, and Bradley Hyman, MD, PhD, director of the Alzheimer's Unit in the MassGeneral Institute for Neurodegenerative Disease (MIND), are among those honored in the magazine's December issue, which now is available on newsstands.

Chen was honored for work that may lead to a gene-therapy-based treatment for hearing loss. He and his colleagues discovered that turning off the activity of a specific protein can lead to renewed production of the inner ear's hair cells, which convert sound vibrations into nerve impulses and do not normally regenerate. Hair cells are very sensitive to damage, and their death accounts for most types of acquired hearing loss.

Hyman was recognized for his laboratory's cutting-edge work in neural imaging. Using the latest multi-photon microscope equipment, his group has been able to examine the pathological changes associated with Alzheimer's disease in live mouse models, shedding considerable light on changes that occur over time and the effects of various therapies. Their work has provided important clues for potential drugs to slow or stop Alzheimer's disease.

Selected by the magazine's Board of Editors with the help of outside advisers, the *Scientific American 50* honors research, business and policy leaders whose work has facilitated science and technology advances. The complete list may be viewed on the magazine's website at *www.sciam.com*. ●

Holiday shopping helps cancer patients

MGHers got an early start on their holiday shopping at the 13th annual Friends of the MGH Cancer Center holiday fundraiser. More than 450 guests participated in the festivities held Nov. 17 at the Barnes & Noble bookstore at the Prudential Center in Boston. Award-winning authors – including children's author Tomie dePaola, *Boston Globe* photographer Bill Brett, and author Linda Greenlaw, well-noted for her role in Sebastian Junger's book *The Perfect Storm* – were on hand for book signings, while a raffle featured prizes ranging from a Red Sox luxury box for 16 people to an island getaway vacation. Proceeds from the event, which raised more than $300,000, will help the Friends of the MGH Cancer Center provide comfort, support, education and amenities to patients and offer grants to support programs benefiting cancer patients and their families. ●

Above: Mother and daughter team Martha Greenlaw, left, and Linda Greenlaw sign copies of their new cookbook.

PARTNERS HEALTHCARE

Partners HealthCare presented the 2005 Partners in Excellence awards to MGH employees in a special award ceremony Dec. 2 at 3 pm in the WACC Lobby. MGH employees, representing both individuals and MGH and Partners team members, received this honor for their outstanding contributions to Partners in FY'05.

Congratulations to the following indiviudals and teams for their exemplary contributions to Partners:

MGH Individuals

Annah Abrams
Theresa Adjan-Vallen
Dena Alioto
Yolanda Alston
Georgina Alves Thompson
Cabrina Anderson
Oscar Araujo
Cesar Arias
Silva Arstamyan
Irma Ayala
Marie Azevedo
Debjani Banerji
Mark Barish
Michelle Baxter
Jess Beaham
Andrea Beloff
William Belton
Paul Biddinger
Mary Billingham
Dorothy Binford
Virginia Bonilla
Julie Borges
Beata Borowa
Lauren Bradbury
Kelly Anne Brathwaite
Lisa Brugnoli-Semeta
Karen Bruynell
Ferdinando Buonanno
Meaghan Burke
Nancy Burke
Darci Burns
Luz Cadavid
Marie Caggiano-Yasien
Maureen Campbell
Penny Campbell
Katia Canenguez
MaryAnn Cantella
Mary Jo Cappuccilli
Dulce Cardona-Rivera
Dave Carino
Karen Carlson
Melissa Caron
Colleen Carroll
Jeff Chambers
John Chambers
Paul Chapski
Leonard Charbonneau
William Charrette
May Chin
Sherry Chou
Kelly Christopherson
Samantha Clark
Keisha Cobb
Olga Cobozeva
Michelle Connolly
Jayson Corbett
Leah Cox
Carol Craigg
Gerry Cronin
John Crowley
Donna Culley
Sue Cummings
Jean Cyprien
Bethany Daily
Ann Daniels
Carol Danner
Lue Davis
Stephanie Davis
Deborah D'Avolio
Innocent Delanois
Leslie DeLisle
Melissa Delisle
Adeline Dello Russo
Michael Dellorfano
Feliciano Delvalle
Mario Dere
Colleen Desmond
Milagro D'Hooge
Michael DiLuigi
Dianne Dinatale
Elizabeth DiTavi
Regina Doherty
Rose D'Orazio
Lucinda Dossantos
Madeleine Drop
John Duffy
Roger DuGuay
Marie Dumornay
Jennie Durbano
Patricia Durning
David Ebb
Sherry Edson
Irene Elias
Katherine Eliot
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Eileen Faggiano
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Edward Wright
Hugo Zaldana
Xinsheng Zhu

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Hemali Desai
Fresnel Josaphat
Jonathan Lombardi
Margaret MacWilliams
Joyce Miller
Deirdre Pierce
Sally Pinho
Anthony Ranson
Shirley Thurston
Kate Weiss

Acute Stroke Quality Taskforce

Lee Schwamm
Abdul Abdullah
David Brown
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Sabrina Federico
Maximo Alejandr Gomez Li
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Joshua Hirsch
Daniel Hoch
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Nasya Watler
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Marcy Bergeron
Jenna Delgado
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Rena Lavasseur
Lela Polivogianis
Sandra Santos
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Cardiovascular Clinical Research Office

Denise DeJoseph
Margaret Drake
Joanne Laffan
Iris McNulty

Clinical Instructors

Ann Jampel
Mary Knab
Erin Bennis
Tracey Berman
Cheryl Brunelle
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Shari Cantor
Morgan Cole
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Clinical Labs

James Flood
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Debera Grzybek

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Virginia Capasso
Joanne Empoliti
Ann Martin
Theresa Cantanno
Jacqueline Collins
Erin Cox
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Karen Fitzgerald
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Gregory K. Robbins
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Eileen Bryan
Thomas Finn
Deborah Gleason
Jeff Hart
David Moreton
Catherine O'Hagan
Allison Riccio
Claudia Sayer
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Robert Coulter
Jamie John
Faezeh Abedi-Tari
Antwonne Graham
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Beverly Webster
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David Brown
Maryfran Hughes
Hani Abujudeh
Hasan Alam
Christine Annese
Nancy Balch, RPH
Derek Barclay
Hasan Bazari
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Cathy Beisheim
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Maryanne Andersen
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Christina Panagou
Joan Gallagher
Paulina Gurevich
Linda Jones
Andy Karson
Edna Marston
Jessica Sinagra
Balaji Singh
Daniel Teter
Brett Young

MGH Revere High Risk Patient Program

Eric Weil
Doreen Leupold Mitchel
Susan Lozzi
Elizabeth Miller
Michael Nathan
Laura Olson
Kenneth Scheer
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Deborah Wald

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Lori-Ann Thwing
Carmen Botta

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Bernard Mendillo
Shawn Gross
Kristen Joyce
Rebecca Rockel
Vladimir Rybalko

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Anand Dighe
Kent Lewandrowski
Arjun Rao

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Galia K. Wise
Candace Burns
Dolores Collins
Dan Correia
Tom Drake
Bruce Hamaty
Susan Horan
Dawn Hurrie-Rodrigues
Mary McAdams
Mary M. McCarthy

MGH Revere Health Center Pharmacy

Barbara Canada
Michael Holden
Carla Burgas
Elia Columbare
Shirley Lundigran
Desiree Stewart
Joyce Thayer
Karim Vashkar

MGPO Professional Billing Office (PBO) Internal Medicine Coding Team

Amy Prower
Lise Armour
Joshua Camara
Ngan (Kimmie) Chan
Nicole Galante
Susan Jenkins
Susan Kingsbury
Jessica Otero
Linda Tunis

MGPO Refunds Project

James Akimchuk
Stephen Ortiz
Gerry Distefano
Joann Hamel
Ryann Holloway
Darren Long
Melissa McDonald
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Redouane Abbadi
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Irma Beraud
Tarik Bourramane

Tracy Chang
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Suphemia Gonzales-Charle
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Chun-Pai Huang
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Rita Thompson
Erika Vasquez
Charles Vazquez
Claudia Vazquez
Elizabeth Velazquez

Oncology - MGH Physical and Occupational Therapy

Andrea Bonanno
Paula Downes Vogel
Jean O'Toole
Cheryl Brunelle
Elizabeth Cole
Lilian Dayan-Cimadoro
L. Jane Evans
Janet Haddock

Organ Donation Awareness Team

Mary Guanci
Debjani Banerji
John Murphy

PACE Project

Alec Cheloff
Nancy Connery
Cole Dowaliby Riley
Laurie Finigan
Susan Kananovich
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Jen Campbell
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James Murray
Bert Nagtegaal
Paul Nealey
Wayne Newell
Audrey Norris
Debbie O'Donnell
Amy Olsen
Brad Osgood
Indira Padubidri
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Ray Rose
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Clyde Sauls
Suzanne Schneider
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Kristen Smith
Matt Somers
Terry Spadea
Ruth Stokes
Marion Swatton
John Texeira
Jan Thomas
Valerie Tower
Robert Traylor
Yelena Tsirulnik
Gerald Van Nostrand
Rachel Verville
Sharon Vitti
Sheila Volpicelli
Bonnie Welch
Carla Welsh
Gianna Wilkins
Alexis Williamson

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Nicole Green
James Murray
Gary Bernklow
Stephanie Bogues
James Chin
Kathy Cook
Joann Hamel
Ryann Holloway
Gloria Johnston
Elias Laham
Jean Marques Martin
Tina Petras
Rosemary Sheehan
Quan Tran
Maria Veo
Alexis Williamson

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Maureen Schnider
Michelle Anastasi
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Claudia Curado
Elizabeth DeCosta
Sr. Dorothy Donovan
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Kathleen Gottbrecht
Cynthia Johnson
Karen Lundstrom
Jennifer McIntyre
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Patricia Owens
Margaret Ramage
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Lesley Secrest
Denise Young

Pediatric Medication Administration Process Team

Brenda Miller
Erasmo Mitrano
Kathryn Beauchamp
Gayle Fishman
Ellen Kinnealey
Lois Parker
Nathaniel Sims

Pharmacy Sterile Products/MFG

Gayle Fishman
Joe Santoro
Dena Alioto
Kelly Barnes
Theodore Bischoff
Richard Botto, Jr.
Zhangwen Chen
Antonio Colon
Sean Coughlin
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Wade Huber
Sheri Hudson
Lily Huynh
Mark Kaplan
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Byung K. Kim
Joshua Kyondu
Khanh Le
Dimitri Leonidas
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Maurice Merritt
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Motuma Nataee
Thao Nguyen
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Claudio Pontoriero
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Leticia Sanchez
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Hiep Van Tran
Boniface (Ike) Umeh
Kim Yusung
Bin Zhang

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Claire Blais
Julie Borges
Caroline Breen
Nancy Christoff
Valerie Cleverdon
Sharon Darak
Susan Doyle
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Kate Eliot
Sara Estabrook
Emily George
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Ann Krasinski
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Marita Prater
Jane Ruzicka
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Jamie Sheldon
Tiash Sinha
Brad Terrence
Monica VanWinkle

Positron Imaging

Diane Crowley
Donna Scannell
Merrill Griff
Lynne Holland
Diane Johnson
Cheryl McNeill

Pre-Admission Testing Area (PATA): Patient Surgery Booklet & Website

Kristen Joyce
Jean Kwo
Doreen McPherson
Donna Slicis
Karen Hobrecker
Arch MacInnes
Bessie Manley

Radiation Oncology Pediatric Video Team

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Nikola Anthony
Rachel Bolton
Stephen Bradley
Ann Brogan
Nancy Corbett
Nancy Ditullio
Lois Greer
Edward Kielty
Philip Litch
Evelyn Malkin
James Matthews
Patricia McManus
Susan Michaud
Maria Sourmaidis
Nancy Tarbell
Torunn Yock

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Jeff Weilburg
Keith Dreyer
Victoria Nixon
James Thrall

Radiology Order Entry (ROE) Team

Daniel Rosenthal
Kristen Dean
Autumn Hurier
Paul Lemay
Thomas Marshall
Thomas Schultz
Dianne Whelton
Alfred White
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Radiology Quality and Safety Council

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Kristien Bonagura
Stephen Brodette
Mildred LeBlanc
Mchurley Louis
Sherry Piskadlo
Janice Wright
John Hergenrother
Colleen Iudice
Annette Lapointe
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Lawrence Quirk
Maureen Seluta
Michael Wejkszner

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Deb Boudrow
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Kevin Caples
George Coward
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Mike Willis

Registration Department

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Belky Chin
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Sandy Laft
Elizabeth Macias
Cindy Nalchajian
Mayra Perez
Miquie Rivera
Omayra Roman-Batista
Glorisel Torres

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Kadeen Anderson
Shanika Coulter
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Susan Freedman
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Raquel Lopez
Jenny Nocker
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Maria L. Rodriguez
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Nicolete Stewart
Candace Vandergrift
Earl Wolff

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Karen Brown
Kathleen Creedon
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Martha Lynch
Joan Shea
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Jane Williams

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Kathy Bazazzi
Joel Canlas
James Gilligan
Jane Gray
Michael Hogman
Shannon Hoyt
Lesley Kaufman
Tobi Simmons

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Pamela Ambrose
Wayne Baptiste
James Candito
Meredith Clark
Michael Cole
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Scott Fitzgerald
Patricia Frederico
Steven Gladstone

Robert Griffin
Nancy Hanafin
Arthur Howard
Laurie Ingram
Donna Jarrell
Julie Joncas
Diane Keogh
Jeanne Kotelly
Matthew Lanefski
Edward Logan
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John Messervy
Bonnie Michelman
Shanabeth Minior
Bonnie Newhall
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William Small
Ryan Sullivan
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Josephine Vidal
Robert Whitebone
Steve Young

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Katherine Brush
Sheila Burke
Kelly Clark
Brian Earley
Gayle Fishman
Ryan Forde
Arnie George
Catherine Griffith
Dan Kerls
Mary Lavieri
Dennis Macdonald
Brenda Miller
Barbara Pelligrini-Hill
Edward Raeke
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Warren Sandberg
Rick Sproul
Laura Sumner
Susan Tully
Patricia Volpe
Nancy Wyman
Mary Wyszynski

Telestroke

Lee Schwamm
Abdul Abdullah
Giles Boland
Paul Bronk
Ferdinando Buonanno
Alasdair Conn
Keith Dreyer
William D. Driscoll
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John Murphy, Jr.
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Guy Rordorf
Jonathan Rosand
Eric Rosenthal
Darren Sack
Joan Sapir
Marco Senelly
Mary-Theresa Shore
John Randall Sims, II
Eric Edward Smith
Gordon Smith
Susan Stayn
Courtney Trautman
Linda C. Weinstein

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Talli McCormick
Deborah D'Avolio
Ursula Kelly
Aimee Klein
Mary Knab
Gregory Lof
Anne McCarthy Jacobson
Marjorie Nicholas
Ruth Purtilo

Triage for General Care/Admitting

Kathleen Gottbrecht
Benjamin Orcutt
Michelle Anastasi
Wendy Applegate
Catherine Beisheim
Julie Boussy
Ellen Brown
Vida Brown
Mark Buckley
Janet Cameron
Lee Campbell
David Cohen
Jane Connolly
Claudia Curado
Elizabeth DeCosta
Ed Denning
Dorothy Donovan
Mark Droste
George Fiore
Paula Gardner
Cynthia Johnson
Susan Kostigan
Karen Lundstrom
Jennifer McIntyre
Brenda Morano
Patricia Owens
Margaret Ramage
Melanie Sahadeo
Karen Schmitt
Lesley Secrest
Darlene Troisi
Susan Wasak
Denise Young

MGH Employees on Partners Network Teams

(Italics Indicate Team Leader)

Core Group

Margaret Flaherty

End of Life Care Team

Andy Billings
Thomas DiSalvo
Walter O'Donnell

LMR Pediatric Weight Based Dosing

Peter T. Greenspan

NSMC Hospital Based Physician Billing Team

Leonor Duncan
Jim Akimchuk
Leslie Bailey
Stephanie Bogues
Jason Boyd
Tom Brown
Stacey Bunk
Paul Burke
Chris Cahill
Paul Charest
Kathleen Collins
Marc Conroy
Kathleen Cook
Neil Crimins
Lisa Felton
Rachel Gorman
JoAnn Hamel
Christine Heil
Christopher Hutchins
Gloria Johnston
Cynthia Lam
Mary Clare Lewis
Darren Long
Daniel C. Marcus
Rosemary Marques
Nicole McAdam
Jim McGaffigin
Michael Mercurio
Kevin Mulcahy
Susan Murphy
Lee Nodine
Martina D. Pena
Tina Petras
Karen Rivera
Kerry Sedlock
Rose Sheehan
Katie L. Sylvester

Partners Neurology Executive Quality Team

Daniel Hoch
Mary Amatangelo
Patricia Masson
Lisa Paul
Marion Phipps

Partners Radiology Patient Safety Team

Mildred LeBlanc
Denise Palumbo
Sherry Piskadlo

Partners Signature Initiative 3 - Cardiac Surgery Workgroup

Arvind Agnihotri
Edwin Avery
Ann Toran
Thomas Vander Salm

Partners Tobacco Cessation Taskforce

Jeanette Ives Erickson
Elizabeth Mort
Nancy Rigotti
Ann-Marie Duffy
Elyse Park
Anne Richmond
Anne Thorndike
Cecilia Vieira
Jonathan Winickoff

PCWD Workforce Development Champions

Barbara Cashavelly
Eduardo Ventura
Lorraine Allan
Cheryl Alves
Jose Angel
Christine Annese
Jean Bernhardt
Nicolette Blanco
Xandra Breakefield
Keith Brinkley
Gary Butler
Jennifer Cheney
Dolores Collins
Martha Conant
Claire Cronin
Kathy Cullen
Beverley Cunningham
Bob Di Pietro
Scott Dickinson
Guy Dubuisson
Robert Egan
Ellen Fitzgerald
Stuart Forman
Sharon Gibson
Victoria Gonzales
Debera Grzybek
Lillian Holland
Stacey Houghton
Eileen Hughes
James Hunt
William Hynes
Debra Jaff
Michael Jaff
Donna Jarrell
Ann Kennedy
Krys Klincewicz
Carlene Krey
Joanne LaFrancesca
Mildred Leblanc
Robin Lipkis-Orlando
Martha Lynch
Colleen Mackesey
Eileen Manning
William Maynard
Janet McClintic
Michelle Micale
Caroline Mitchell
John Mitchell
Stella Moody
Susan Morrissey
Gary Mulrey
Kathleen Myers
Mary Neagle
Mike Neville
Judy Newell
Stuart Wayne Newell
John Niles
Paul Nugent
Carolyn Paul
Angelleen Peters-Lewis
Irina Pomerantseva
Lori Powers
Barbara Rattner
Lourdes Sanchez
Claudia Sayer
Maureen Schnider
Lashaun Shaw
Mary-Theresa Shore
Alma Gregory Sorensen
Leonard Tochka
Maria Troulis
Richard Turgeon
Mary Ungaro
Gail Venuti
Lenny Wasileski
Fred White
Caryn Wilson

Support Service Health Education Series (SSHES) for Women

Mary Ellen Heike
April Allen
Dulce Cardona-Rivera
Mireille Cesar
Norma Codogan
Velma Cousins
Theresa Curley
Ruth Dempsey
Eurides Fernandes
Isabel Gonzalez
Jacqueline Gross
Marie Marsan
Pearline Morrison
Patricia Myers
Karen Toledo

MGH HOTLINE

MGH named Employer of the Year by Easter Seals

The MGH was named the Easter Seals Employer of the Year at the Easter Seals Massachusetts annual awards program Nov. 14. The award recognizes employers that are leaders in hiring people with disabilities.

"While some employers are still struggling to comply with standards set by the Americans with Disabilities Act, the MGH is figuring out ways to surpass them," said Regina Pisa, Easter Seals board chair.

Two years ago, the MGH set out to create a more accessible and accommodating environment for people with disabilities. The hospital formed a Council for Disabilities Awareness – co-chaired by Carmen Vega-Barachowitz, director of MGH Speech, Language and Swallowing, and Oz Mondejar, formerly of MGH Human Resources who now serves as vice president for Human Resources at Spaulding Rehabilitation Hospital.

The council has spearheaded a variety of significant initiatives, including a campaign entitled "Through the Patient's Eyes," an effort to learn about the MGH's surroundings and services from patients and visitors with disabilities. The council also sponsored an MGH presentation entitled "Employment: The Great Equalizer for People with Disabilities," by W. Roy Grizzard, Jr., EdD, assistant U.S. secretary for Disability Employment Policy. And the council continues to provide senior administration with recommendations for improving access and enhancing the overall experience of staff, patients and visitors to the MGH.

"Thank you on behalf of the MGH community, which strives to look beyond a person's disability to see their ability," said Jeff Davis, senior vice president for MGH Human Resources, who accepted the award.

For more information about the MGH Council for Disabilities Awareness, call (617) 724-0762 or send e-mail to *cvegabarachowitz@partners.org*.

Davis, right, accepts the Employer of the Year Award from Cheryl Mungell, an Easter Seals board member.

Ribakoff fellowship program established at MGH

The MGH recently hosted a special guest who has generously established a fellowship program offering physicians from developing countries the opportunity to train with MGH clinicians. Eugene Ribakoff is the past president and current chairman of the American Jewish Joint Distribution Committee, which conducts development and disaster relief activities in more than 50 countries outside of North America. Because of his interest in providing aid to underserved countries, Ribakoff established the fellowship program for interested physicians to train within the multidisciplinary Claire and John Bertucci Center for Genitourinary Cancers at the MGH, located in the Yawkey Center for Outpatient Care. The idea for the fellowship program originated during discussions with Ribakoff, a longtime donor to the MGH, as well as Donald Kaufman, MD, of MGH Hematology/Oncology; Bruce Chabner, MD, medical director of the MGH Cancer Center; William Shipley, MD, of MGH Radiation Oncology; and Scott McDougal, MD, of MGH Urology. ●

From left: Ketul Shah, MD, from Changi General Hospital in Singapore; Chabner; McDougal; Ribakoff; Hamza Mujagic, MD, from the University of Tuzla in Bosnia; Kaufman; Wen-Ming Chen, MD, from Taichung Veterans General Hospital in Taiwan; and Pedro Acuna, MD, from Colmena Golden Cross in Chile.

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MGH HOTLINE

WHAT'S HAPPENING

Comfort and Support After Loss group
The MGH Comfort and Support After Loss group will meet Dec. 6, from 7 to 8:30 pm in the Yawkey Center for Outpatient Care, Schiff Conference Room, Room 4810, for family and loved ones to share their experiences in coping with the death of a child. For more information, call Fredda Zuckerman at (617) 724-3177 or send e-mail to *fzuckerman1@partners.org*.

Deadline for Alzheimer's disease poster symposium
The MGH Massachusetts Alzheimer's Disease Research Center and the Boston University Alzheimer's Disease Center are co-sponsoring the 19th annual scientific poster session Jan. 4, from 9 am to noon in the Thier Conference Room to showcase the best of local Alzheimer's disease research. For poster abstract application forms, send e-mail to *lyap@partners.org*. All applications must be received by Dec. 16. For more information, call Liang Yap, PhD, at (617) 726-3987.

Working and breastfeeding presentation
The MGH Employee Assistance Program (EAP) will host a working and breastfeeding presentation Dec. 8, from noon to 1 pm in the VBK, Room 401. Germaine Lambergs, RN, IBCLC, MGH lactation consultant, will teach expectant and nursing mothers about breastfeeding basics. For more information, call (617) 726-6976 or visit *www.eap.partners.org*.

Senior HealthWISE lecture about holiday stress
The MGH Senior HealthWISE lecture series will host "Stress and the Holidays" Dec. 12, from 11 am to noon in the Walcott Conference Rooms. The lecture is open to seniors age 60 years and older. Admission is free. For more information, call (617) 724-6756.

Submit news tips and story ideas to the *MGH Hotline*

Contact Victoria Brady McCandless, editor, at (617) 724-6433;
Christine Johanson Borneo, assistant editor, at (617) 726-0275;
Therese O'Neill, staff writer, at (617) 724-2753;

by fax to (617) 726-7475;

by e-mail to *Hotline@partners.org* or

by mail to the Public Affairs Office,
165 Cambridge Street, Suite 600
Boston, MA 02114.

www.massgeneral.org/news/

MGH Hotline is published weekly by the MGH Public Affairs Office.

(617) 726-2206

IN GENERAL

Chulmin Joo, of the MGH Wellman Center for Photomedicine Graduate Student Program, won the Hatsopoulos Prize from the Massachusetts Institute of Technology. The award recognizes original research leading to a patentable invention or innovation. Joo, in collaboration with Johannes de Boer, PhD, also of the Wellman Center, has developed a fiber-optic-based, low-coherence interferometer capable of real-time detection of ultra-low concentrations of molecules.

Greg Koski, MD, PhD, of the MGH Institute for Health Policy, will serve as associate editor of the new quarterly journal *The Journal of Empirical Research on Human Research Ethics*. The first issue will be published in March 2006.

Henry J. Mankin, MD, of the MGH Orthopædic Oncology Service, was awarded the Dr. Marian Ropes Award by the Massachusetts Chapter of the Arthritis Foundation, given in recognition of excellence in arthritis care and leadership in the fight against arthritis.

ED staff share skills with nursing students

A group of nursing students from Boston College recently visited the MGH Emergency Department (ED) as part of their pediatric rotation. ED staff nurses Laurie Shoemaker, RN; Ann Morrill, RN; Nancy McMullen, RN; and Russ Martin, RN, conducted a mock pediatric code, giving each student the opportunity to practice resuscitation skills on an infant mannequin. The session gave the nursing students hands-on experience with emergency equipment and medications.

"The ED staff enjoyed the opportunity to share their knowledge and skills with the students," says Maryfran Hughes, RN, nurse manager of the ED.

December 9, 2005

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

PIE awards recognize employee excellence at MGH

The month of December often brings a flurry of activities as the holidays approach. It also brings a special annual celebration at the MGH and other Partners institutions – the Partners in Excellence (PIE) Awards. Now in its 10th year, the ceremony was held Dec. 2 in the WACC Lobby and honored 342 individuals and 68 teams for going "above and beyond" the call of duty in the areas of quality treatment and service, leadership and innovation, teamwork, operational efficiency and outstanding community contributions. Steven F. Tanuto, director for Human Resources, who served as emcee of the event, along with Peter L. Slavin, MD, president of the MGH, and James J. Mongan, MD, president and CEO for Partners HealthCare, congratulated the recipients.

"It is the spirit and dedication of thousands of loyal members of the MGH community that creates our continued success," said Slavin. "Thanks to your continued efforts, the MGH is a strong and vital member of Partners HealthCare."

The ceremony concluded with the much-anticipated PIE cake – "The Best PIE Awards," a red carpet awards ceremony spoof – and then was followed by a thank-you reception.

Be Fit progress report: Life changes made

Bob Gallagher of MGH Buildings and Grounds knows how to eat right – his wife is a nutritionist after all. But he didn't always eat the way he knew that he should, especially when he was at work and didn't have his wife's advice. That all changed when Gallagher joined the hospital's Be Fit program last January as part of the first phase of the comprehensive nutrition and exercise initiative. Since then, he has lost 30 pounds and is determined to keep it off. Sponsored by The Clubs at Charles River Park and MGH Nutrition and Food Services, the Be Fit program teaches participants how to eat healthier and exercise more with the guidance of registered dietitians and physical trainers.

Similar stories are being told by other Be Fit "survivors" – former members of the first, second and third phases of the program. Edward "Doc" Emde of Environmental Services lost 26 pounds and credits the program with changing his life. "My wife had lost 200 pounds with Weight Watchers," he says. "I couldn't relate to what she had gone through until I started with Be Fit. Now we eat together and exercise together. My experience with Be Fit has improved my marriage and changed my family life. I have a wonderful life now."

Eighteen departments have participated in the first three phases of the program, for a total of 317 participants. The first phase included teams from Environmental Services, Buildings and Grounds, Materials Management, Human Resources, Nutrition and Food Services and The Clubs. The second-phase teams were from Patient Care Services, Nursing, Physical and Occupational Therapy, Social Services, Speech Therapy and senior administration. The third phase included Police and Security, the Cancer Center, Cardiology, Radiology, Research and a team of employees who are trying to quit smoking. All of the groups from each phase have lost a combined 1,499 pounds, have worked out a remarkable 9,917 times and consumed almost 3,000 Be Fit meals, which are offered in the hospital cafeterias.

(Continued on Page 2)

Be Fit Survivors Club continues to grow

MGHers from the Cancer Center, Radiology, Cardiology, Research, Police and Security and the X-Helers team – MGHers who went to quit smoking – officially became Be Fit survivors Nov. 29 after graduating from Phase III of the program. The Be Fit program is sponsored by The Clubs at Charles River Park and MGH Nutrition and Food Services, and helps six teams of MGH employees embark on a lifelong journey of living a healthier lifestyle by eating nutritious meals and exercising.

At a recognition ceremony, Kate Brill-Daley, general manager of The Clubs, presented each team with a special award. Police and Security received the "Little Engine That Could And Should" award for their persistence and dedication to the program. The X-Helers received the "Most Improved" award. The award for "Most Spirit and Spunk" went to the Research team while the Radiology team received the "Most Motivated" award. The final award for "Most Weight Lost" went to the Cancer Center, which had a combined team weight loss of 126 pounds.

With help and support from assigned personal trainers and registered dietitians, the six teams from Phase II lost 430 pounds during the 10-week program, worked out a total of 3,671 times and consumed 1,157 Be Fit meals.

"Everyone here is a winner because you are all losers – losing weight that is," said Brill-Daley. "We hope these last 10 weeks have inspired you to stay on the road to health and wellness through exercise and eating right."

Members of the Cancer Center Be Fit team.

Daily exercise helps Be Fitters stay healthy

A group of Be Fit "survivors" braved the cold weather and took to the streets Dec. 1 to participate in the daily "Be Fit Survivor Walk," in a commitment to remain dedicated to a healthy lifestyle and exercise program.

Each afternoon at 12:15 pm, the walkers – former participants of the MGH's Be Fit program – meet the day's two leaders at the Jackson entrance of the hospital for a 20-minute walk. "One of the big things that we try to do with the Be Fit program is show people that they can fit exercise into their daily routines," says Erin Marley of The Clubs at Charles River Park. "The daily walk is great because it's only a 20-minute commitment, and people find it's sometimes easier to fit that into their day than a visit to the gym." An indoor route will be added for the winter months, and all MGH employees are welcome to join. To learn more about the walk or the Be Fit program, send e-mail to *BeFit@partners.org.* ●

Members of the daily Be Fit Survivor Walk.

— Be Fit progress report

(Continued from Page 1)

Many of the Be Fit survivors have stayed with the program by getting together for daily walks *(see above)*, maintaining their personal exercise programs, continuing to eat Be Fit meals while at work and following good nutrition guidelines at home.

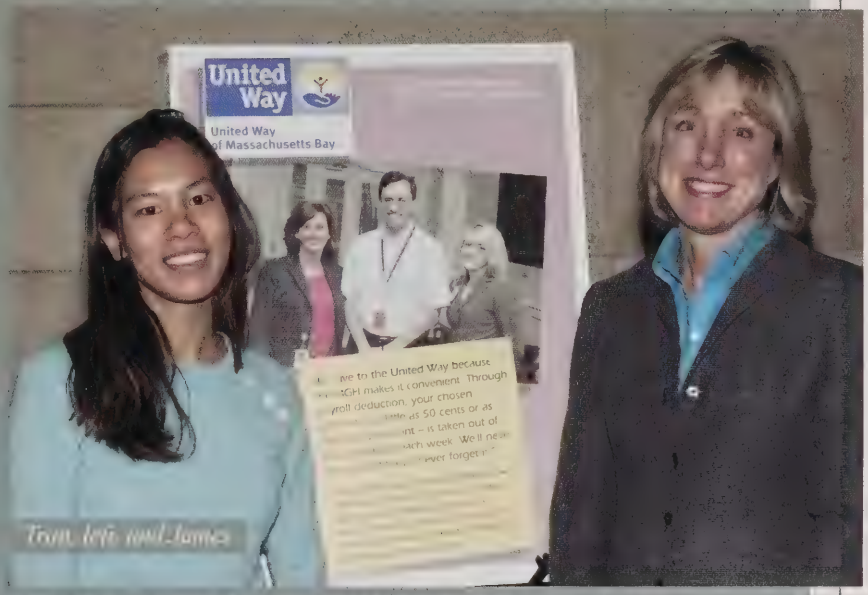
"The commitment of the Be Fit survivors has been remarkable," says Jeff Davis, senior vice president for MGH Human Resources and founder of the Be Fit program. "As we hoped, these employees are building a lifelong habit of exercise and healthy eating. We look forward to adding even more components to the program and making improvements based on feedback from the survivors."

Phase IV of the Be Fit program kicked off Dec. 6 with teams from Urology, Bulfinch 2 and 3 secretaries, the Knight Nursing Center for Clinical and Professional Development, MassGeneral Hospital for Children, Information Systems and Transportation. ●

MGH HOTLINE

Everyone is a winner with the United Way campaign

While the real winners of the 2005 MGH United Way campaign are the people who will be served by the nearly $336,000 raised to date, many MGHers received prizes in a number of raffles held for employees who pledged to the campaign. The weekly raffles featured a variety of prizes, including gift certificates to area restaurants and shops, tickets to Patriots football games and eight hours of earned time. Early donors Christie James of the Professional Billing Office for the Massachusetts General Physicians Organization, and Tanya Tran of MGH Psychiatry, were the big winners at the campaign kick-off event Oct. 25. James won a 32-inch, high-definition TV while Tran won an autographed Deion Branch football. In November, the end of the campaign was announced with two additional grand prize winners – Marianne Bennato, PhD, from the MGH Institute of Health Professions, was the winner of an autographed Tom Brady Patriots jersey, and Cordula Magee from MGH Radiology, received a vacation package including a hotel stay, two days of earned time and a $100 American Express gift check.



Tran, left, and James

Employees who have not yet made a donation still have time to help the MGH reach its goal. To make a donation or to learn more about the campaign, visit *www.mgheneral.org/unitedway*.

MGH Surgery awards shining STARS

"STAR" employees from MGH Surgery were honored at the third annual STAR – Surgery Tribute and Recognition – luncheon held Nov. 29 as thanks for shining performances throughout the department. The peer-nominated STAR program recognizes nonphysician employees in the department for their outstanding work, commitment and contributions.

The recipients for fiscal year 2005 were Ruthellen McKinnon; Linda Inserra; Lynn Devaney, RN; Margaret Wilkie; Jennifer Finn, RN; Lois Parker; Shelia Cann, RN; Amanda Savage, RN; Crystal Holland, RN; Cynthia Gougian; Pearlie Traylor and the Trauma Registry staff – Laurie Petrovick, Amanda Droste and Ingrid Howard.

Gary Smith, administrative director of Research for MGH Surgery; Andrew Warshaw, MD, MGH surgeon-in-chief; and Debra Doroni, executive administrative director for MGH Surgery, applauded the recipients. "The work you do makes a difference, and we recognize your commitment to the department's mission," said Warshaw.

Nominations for the 2006 STAR program are welcomed from anyone who has experienced excellent service or outstanding work from a Department of Surgery employee. To obtain a nomination form, send e-mail to *dbanerji@partners.org* or *gsmith4@partners.org*.

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IN GENERAL

George T.Y. Chen, PhD, of MGH Radiation Oncology, recently was elected to the Nominating Committee of the American Society for Therapeutic Radiation Oncology.

Joan B. Fitzmaurice, RN, PhD, director of the MGH Office of Quality and Patient Safety, received the 2005 Boston College Alumni Association Achievement Award for Health from the Boston College Alumni Association.

Joel F. Habener, MD, of the MGH Howard Hughes Medical Institute, was named a fellow in biological sciences by the American Association for the Advancement of Science in recognition of his outstanding contributions to the understanding of the regulation and function of polypeptide hormones, particularly those produced in the pancreas.

Lynne Levitsky, MD, chief of the Pediatric Endocrine Unit for MassGeneral Hospital for Children, assumed the presidency of the Lawson Wilkins Pediatric Endocrine Society (LWPES) at the seventh joint meeting of the LWPES and the European Pediatric Endocrine Society in September in Lyon, France. The LWPES is the premier professional society for pediatric endocrinologists in the United States.

Joan Reede, MD, of the MGH Institute of Health Policy, was awarded the Herbert W. Nickens, MD, Award, presented by the Association of American Medical Colleges. The award is given in recognition of outstanding contributions to promoting justice in medical education and health care.

Andrew L. Warshaw, MD, MGH surgeon-in-chief, has been elected president of the Society of Surgical Chairs. He also has been elected to the Council of the American Pancreatic Association.

Submit news tips and story ideas to the *MGH Hotline*

Contact Victoria Brady McCandless, editor, at (617) 724-6433;
Christine Johanson Borneo, assistant editor, at (617) 726-0275;
Therese O'Neill, staff writer, at (617) 724-2753;

by fax to (617) 726-7475;

by e-mail to *Hotline@partners.org* or

by mail to the Public Affairs Office,
165 Cambridge Street, Suite 600
Boston, MA 02114.

www.massgeneral.org/news/

MGH Hotline is published weekly by the MGH Public Affairs Office.

(617) 726-2206

WHAT'S HAPPENING

EAP holiday resource tables
The MGH Employee Assistance Program (EAP) will host a holiday resource table Dec. 14, from 2 to 3:30 pm in the WACC lobby and Dec. 15, from 12:30 to 1:30 pm at CNY 149 in the Atrium Lobby. The EAP will provide suggestions on how to manage stress, set realistic goals, take better care of oneself and enjoy the holiday season. For more information, call (617) 726-6976.

Patient safety conference
Kaiser Permanente along with CRICO and the Risk Management Foundation of the Harvard Medical Institutions will host a patient safety conference "Seize the Moment: Reaching Excellence in Patient Safety" Feb. 6 and 7, at the Seaport Hotel in Boston. CME credits are available. For more information or to register, visit *www.rmf.harvard.edu/conference2006.*

Northeastern nursing courses
Beginning the week of Jan. 9, Northeastern University will offer at the MGH the spring semester nursing courses *Health Care Systems* and *Advanced Pathophysiology*. An information session will be held Dec. 19, from 1 to 4 pm in the Main Corridor. Those interested in special student status should bring to the session a current state nursing license, a sealed envelope with college transcript and a $50 registration fee. For more information, contact Miriam Greenspan at *mgreenspan@partners.org.*

Martin Luther King, Jr. Day program
The Association of Multicultural Members of Partners and MGH Human Resources will co-host a Martin Luther King, Jr. Day program Jan. 13, at 8 am in the East Garden Room. The guest speaker will be Milton J. Little, Jr., president and chief executive officer of the United Way of Massachusetts Bay. For more information, send e-mail to *phsammp@partners.org.*

Smoking cessation programs
The MGH Quit Smoking Service will offer evening and afternoon smoking cessation programs beginning in January. The evening program will start Jan. 4 at 5:30 pm, and the afternoon program will start Jan. 12 at 2 pm. The weekly seven-session program will include information about preparing to quit, coping with stress without cigarettes, preventing weight gain and tips for not smoking again. Low-cost nicotine patches and/or nicotine gum will be available for participants with written approval from their primary care physicians. For more information, call (617) 726-7443.

MGH holiday parties
Peter L. Slavin, MD, president of the MGH, will host the annual holiday parties Dec. 14, from 2 to 3:30 pm in the WACC lobby and from 10 pm to midnight in the Main Lobby by Coffee Central, and Dec. 15, from 12:30 to 1:30 pm at CNY, Building 149 Lobby. All employees are welcome to celebrate the season with refreshments, music and holiday cheer.

Change in *Hotline* schedule
Due to the holidays, *Hotline* will not be published Dec. 30. The regular printing schedule will resume Jan. 6. To submit story ideas and announcements, send e-mail to *Hotline@partners.org,* call (617) 726-2206 or fax (617) 726-7475.

December 16, 2005

MGH HOTLINE

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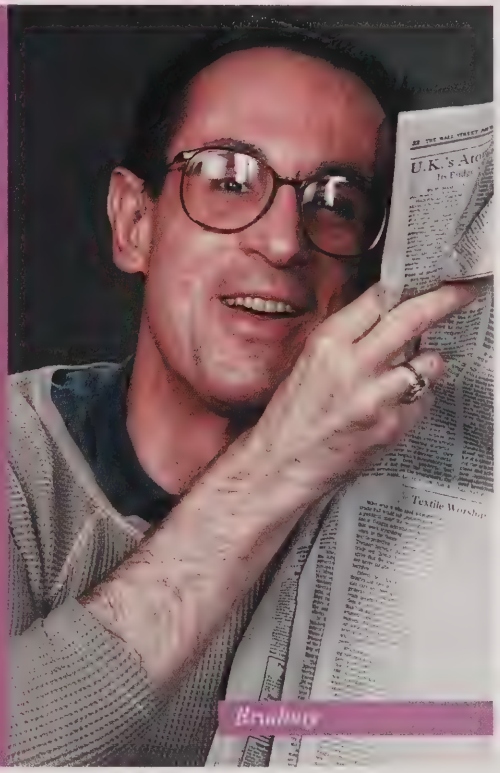

Brudnoy

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This program was one of many that the Cancer Center held this year as part of the center's new Support Staff Development Program created by Beth Alterman, administrative director for Clinical Programs in the Cancer Center; Katie Binda, MSW, LICSW, of Social Services; and Barbara Cashavelly, RN, MSN, nurse manager for Clinical Programs in the Cancer Center. The program consists of three components. The first, Support Staff Connections, allows staff to discuss emotional issues involving patient care in a comfortable environment. Support Staff

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The professorship honors Wang and his remarkable career as a radiation oncologist at the MGH. During his many years at the hospital, Wang treated thousands of patients, lengthening, enhancing and saving their lives. Through his training of some of the best radiation oncologists in the country and his authorship of textbooks used to teach students of radiation oncology, he influenced the field well beyond the walls of the MGH.

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The fund makes possible several projects, such as the David Brudnoy Innovative Research Fund, which provides rapid support for innovative new research approaches to HIV/AIDS prevention, treatment and vaccines. The David Brudnoy HIV Scholar Award was created by the fund to provide financial resources for promising young AIDS researchers at the MGH. The fund also supports a new program that places MGH residents at the heart of the epidemic – in Africa – where human and infrastructure resources are stretched. These residents serve as mentors, training local physicians, medical students and nurses in optimal medical care, and playing a pivotal role in building the next generation of AIDS researchers.

For more information, contact the Development Office at (617) 726-2200. ●

Clean hands keep patients healthy and happy

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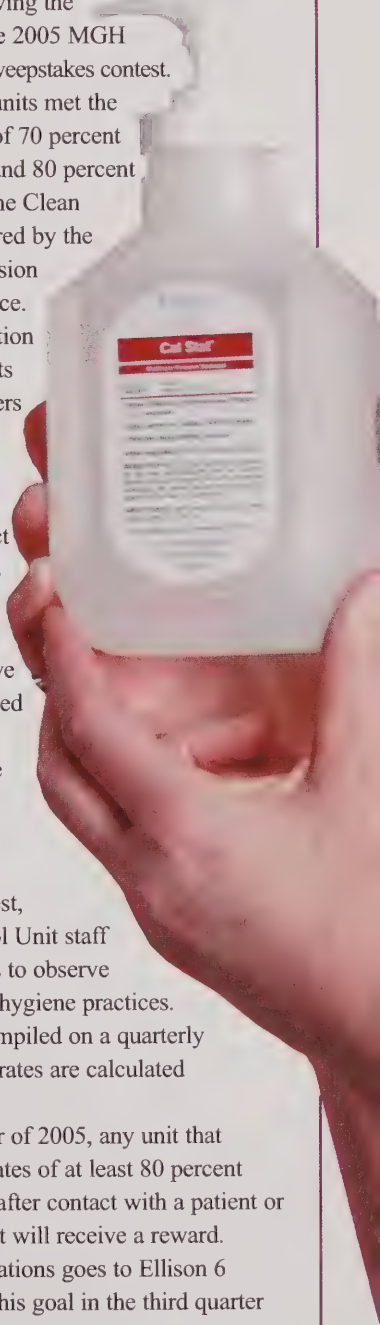

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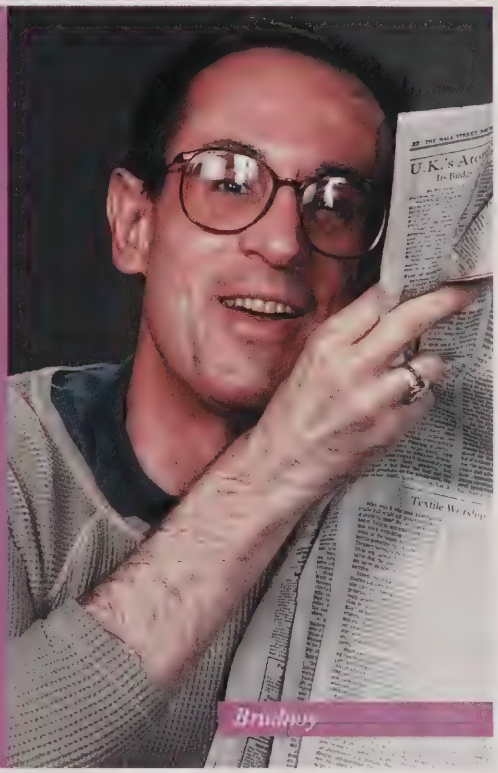

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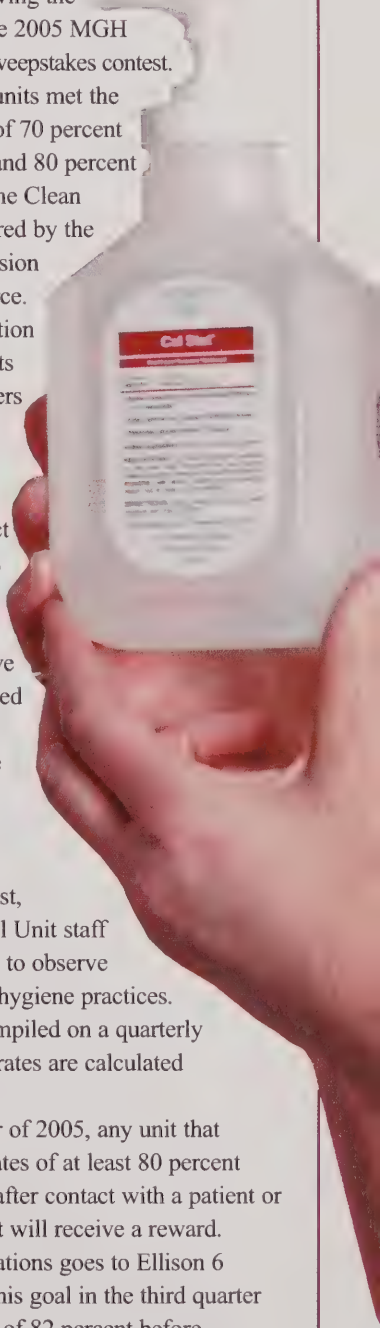

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by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
165 Cambridge Street, Suite 600
Boston, MA 02114.

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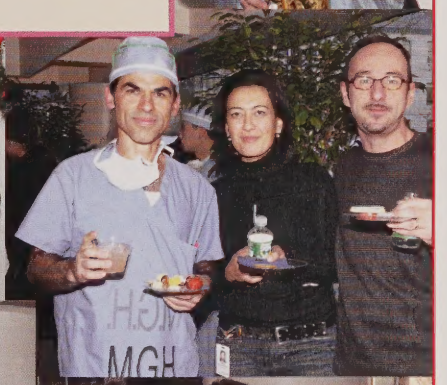
MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

It's the most wonderful time of the year

The hallways of the MGH were filled with holiday cheer as the hospital celebrated the season at three annual holiday parties hosted by Peter L. Slavin, MD, president of the MGH. Day-shift employees gathered in the WACC lobby Dec. 14 for treats, festive decorations and music, while night-shift employees joined in the fun that night in the Main Corridor near Coffee Central. On Dec. 15, a third celebration was held for employees at CNY in the Atrium Lobby of Building 149. During the same week, other MGH locations welcomed the delivery of holiday cookies.



Puppy Pals deliver

While Santa Claus and his elves are busy tuning up the sleigh, putting the final touches on countless toys and preparing the reindeer for their Christmas Eve journey, they took some time out of their hectic schedules Dec. 13 to deliver special gifts to young patients on Ellison 17 and 18, at the MassGeneral Hospital for Children's Pediatric Hematology and Oncology unit, and at the Francis H. Burr Proton Therapy Center. The presents – stuffed puppies and Beanie Babies – were supplied by the MGH Blood Donor Center as part of its annual Puppy Pals campaign, which gives December blood donors the opportunity to sign and personalize the gift tags (*see below*) attached to each toy. Some individuals who physically were unable to donate blood but still wanted to contribute to the project donated a wide variety of Beanie Babies for distribution, resulting in each child receiving his or her own unique gift.

The Puppy Pals campaign is one of several promotional events held by the Blood Donor Center to entice donors to give the most important gift of all during the holiday season – much-needed blood. For more information or to make an appointment to donate blood or platelets, call (617) 726-8177.

From left, Santa (a.k.a. Bob Arnesen), Kira Corning and Santa's helper, Taylor Poucel.

'Twas the week before the holidays
And all through the land,
Most blood donors were busy
With festivities planned.
Their thoughts were too full
With the season's celebration
To remember the need
For their holiday donation.
But there were also those donors who
Gave for this reason:
They knew the need for blood has no season.
These donors felt proud that
This holiday they would give,
And during this season they
Helped someone live!

Joy to the world ... MGHers celebrate holidays across the globe

The holidays are celebrated in many ways around the world, and MGHers had the opportunity to travel the globe to learn about these traditions Dec. 15 in the Main Corridor at the annual "Holidays Around the World" celebration, hosted by the Patient Care Services Diversity Steering Committee. Cheerful decorations drew guests to the table displays, where they sampled snacks and candy and received information sheets describing the significance and customs of each holiday represented. Visitors learned that celebrants of Kwanzaa light seven black, red and green candles in a ritual called *Mishumaa Saba*, while the 15th day of the Chinese New Year is known as the Lantern Festival and marked with lantern displays and a parade featuring children bearing lanterns. Additional tables at the celebration offered information about Chanukah, Epiphany, Christmas, Winter Solstice, Diwali, the Hindu festival of lights, and Eidul Fitr, a celebration marking the end of fasting during Ramadan. ●

The greatest gift of all: MGHers help earthquake victims

In a season of generous gifts and joyful celebrations, the greatest gift of all can be found in charitable acts of kindness toward those who are most in need. And there are many in desperate need across the globe, especially in South Asia, where thousands of survivors of the devastating October earthquake in Pakistan now are struggling to survive the winter months.

According to news reports, approximately 73,000 Pakistani citizens died in the tragic earthquake, nearly 3 million have been left homeless and more than 4 million are in serious need of health care services. United Nations officials now are worried about a "second wave of deaths" among the survivors who have inadequate shelter from the bitter cold of the Himalayan winter and dwindling supplies of food and clothing. Officials also fear lethal outbreaks of measles, cholera and diarrhea among the survivors who now are living in makeshift, overcrowded tent cities.

MGH members of Harvard Longwood Muslims – a group of medical students, trainees and attending physicians from Harvard-affiliated institutions – are reaching out to hospital communities to encourage additional contributions to relief agencies that are bringing ongoing aid to the earthquake survivors.

Below is a list of reputable organizations that are delivering such aid.

- American Red Cross
  1-800-HELP-NOW
  www.redcross.org
- Unicef
  1-800-4UNICEF
  www.unicef.org
- Islamic Relief
  1 (888) 479-4968
  www.irw.org

For more information about the relief efforts, call Abdul R. Abdullah, MD, of MGH Neurology, at (617) 726-8797 or send e-mail to *aabdullah@partners.org.*

The spirit of giving

During this time of year, many religious holidays are celebrated with a gift-giving tradition. In the spirit of the giving season, MGHers recently donated toys and presents to families served by the hospital's HAVEN (Hospitals Helping Abuse and Violence End Now) program. The Patient Care Services Diversity Steering Committee coordinated the annual gift-giving event held Dec. 15, while volunteers from throughout the hospital helped to collect, organize and distribute the gifts. Hundreds of gifts were collected – four truckloads in fact – to support nearly 100 families with items from their wish lists.

MGHers gather goodies for HAVEN families.

Comeau, left, with Moore

Santa's stockings make children smile

In an effort to make as many sick children as possible happy this holiday season, MGH Orthopædics teamed up with Radiology to create more than 50 stuffed stockings for patients in the MassGeneral Hospital for Children's Pediatric Hematology and Oncology unit and at the Francis H. Burr Proton Therapy Center. Linda Comeau, of MGH Orthopædics, spent more than 80 hours sewing each stocking by hand, using many types of material, patterns and themes to personalize them. Each stocking also came with a tree ornament.

The idea for the stockings originated after the Orthopædics staff hosted a trick-or-treating event for the patients during Halloween. "Seeing Dr. Raskin give out candy and laughing with the children reminded my colleagues and I of Santa Claus, so we decided to do something special for the children for the holidays," says Cris Moore, also of Orthopaedics.

On Dec. 19, Kevin Raskin, MD, an orthopaedic oncologist, dressed up as Santa Claus and delivered the stockings to eager children at the clinic. MGH staff donated gift certificates, toys and money to buy the stocking stuffers.

MGH HOTLINE

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All I want for Christmas ...

With visions of sugar plums and hopes for a visit from St. Nick, young patients of MassGeneral Hospital for Children's Pediatric Hematology and Oncology Unit and the Francis H. Burr Proton Therapy Center have received special treats during their appointments. Sarah Faucett, a generous donor and friend of the MGH Cancer Center, coordinated the gift collecting effort in her hometown of Weston and delivered wheelchair-loads of colorful presents to be given to the children during their doctor's visits. In addition, the Starlight Starbright Children's Foundation, in collaboration with Starbucks, has been delivering presents to the unit from the organization's annual toy drive.

Submit news tips and story ideas to the *MGH Hotline*

Contact Victoria Brady McCandless, editor, at (617) 724-6433;
Christine Johanson Borneo, assistant editor, at (617) 726-0275;
Therese O'Neill, staff writer, at (617) 724-2753;

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WHAT'S HAPPENING

Change in *Hotline* Schedule
Because of the holidays, the *MGH Hotline* will not be published Dec. 30. The regular printing schedule will resume Jan. 6. To submit story ideas and announcements, send e-mail to *Hotline@partners.org*, call (617) 726-2206 or fax (617) 726-7475.

MGH Human Resources smoking cessation program
The MGH Human Resources Department, in cooperation with MGH Quit Smoking Services and MGH Community Health Associates, is offering two smoking cessation groups. The first group will meet Thursdays, Jan. 12, 19, 26, Feb. 2, 9, 16, 23 and March 2, from noon to 12:45 pm at CNY, Building 114. The second group will meet Wednesdays, Feb. 22, March 1, 8, 15, 22, 29, April 5 and 12, from noon to 12:45 pm in the Yawkey Center for Outpatient Care, tenth floor, Room 10620. To register for the group at CNY, call (781) 485-6210. To register for the group at Yawkey, call (617) 726-7443.

Over the river and through the woods

It may be easy to get to grandma's house but some MGH employees, volunteers, patients and visitors have found it difficult to make their way through the snow and rain from the Yawkey Center for Outpatient Care to the main campus. Here are a few tips for the weary traveler:

- The best route from the Yawkey Center, with the least amount of time spent outside, is to take the North Elevators that service the Burr Proton Therapy Center.
- Exiting the Burr Center, take a left along the sidewalk to curb cut-outs that are ideal for wheelchairs, gurneys, etc.
- It is not recommended to take a right and navigate through traffic to the the main entrance. Because of the taxi stand, the ambulance ramp and the traffic turning into the garages, this route can be unsafe.
- Instead, turn left and cross Fruit Street (toward MEEI) to the Clinics Building; travel under the red awning, and enter through the automatic-door entrance at the end of the awning.
- The Clinics Building elevator is located near the entrance and can be taken to the ground floor or basement level for easy access into the main building – or take the stairs one flight up.
- This same route can be reversed when leaving the main campus and going to Yawkey. Signs in the Clinics basement lead to the Clinics exit. ●